



Delivery Guidelines

April 2018



Receiving & Warehousing

- Delivery Limitations & Requirements
- Claims Process
- Receiving Points of Contact



Delivery Limitations & Requirements

Eastern Region

Property	Delivery Hours/Days	Dock	Forklift	Size Truck	Limits
Bally's Atlantic City	6:00am-3:00pm/T-SAT	Yes	Yes	Up to 53'	No Sideways Pallets; No pallets with black stretch wrap; 72" pallet height; 13'truck height Bally's Wild West Loading dock – No Tractor and Trailers, only Straight Trucks
Caesars Atlantic City	6:00am-3:00pm/M-SAT	Yes	No	Up to 53'	No Sideways Pallets; No pallets with black stretch wrap; 72" pallet height; 13'truck height
Caesars AC Offsite Warehouse	6:00am-3:00pm/M-SAT	Yes	Yes	Up to 53'	No Sideways Pallets; No pallets with black stretch wrap
Harrah's Atlantic City	6:00am-3:00pm/M-SAT	Yes	Yes	Up to 53'	No Sideways Pallets; No pallets with black stretch wrap
Harrah's Baltimore	6:00am-3:00pm/M-SAT	Yes	Yes	Up to 53'	No Sideways Pallets; No pallets with black stretch wrap
Harrah's Philadelphia	6:00am-3:00pm/M-SAT	Yes	Yes	Up to 53'	No Sideways Pallets; No pallets with black stretch wrap



Delivery Limitations & Requirements

Mid-West Region

Property	Delivery Hours/Days	Dock	Forklift	Size Truck	Limits
Harrah's Council Bluffs	7:00am-3:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Horseshow Council Bluffs	7:00am-3:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Harrah's North Kansas City	7:00am-3:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Harrah's Metropolis	7:00am-3:00pm/M-F	No	Yes	Up to 53'	No Sideways Pallets
Harrah's Joliet	7:00am-2:30pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Horseshoe Hammond	8:00am-12pm/M-F	Yes	No	Up to 53'	No Sideways Pallets;82" max pallet height
Horseshoe Southern Indiana	7:00am-2:00pm/F-F	Yes	Yes	Up to 53'	No Sideways Pallets;82" max pallet height



Delivery Limitations & Requirements

Southern Region

Property	Delivery Hours/Days	Dock	Forklift	Size Truck	Limits
Harrah's New Orleans	6:00am-3:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets; 77" max pallet height; 13'5" max truck height
Horseshoe Bossier City	7:00am-3:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Harrah's Louisiana Downs	7:00am-2:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Harrah's Gulf Coast	6:00am-1:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Horseshoe Tunica	7:00am-3:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Tunica Roadhouse	8:00am-3:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets; 82" max pallet height



Delivery Limitations & Requirements

Western Region

Property	Delivery Hours/Days	Dock	Forklift	Size Truck	Limits
Linq	6:00am-12:00pm/M-F	Yes	Yes	Up to 36'	No Sideways Pallets
Caesars Palace	6:00am-12:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Harrah's Las Vegas	6:00am-12:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Pars	6:00am-12:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Planet Hollywood	6:00am-12:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Cromwell	6:00am-12:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets



Delivery Limitations & Requirements

Western Region

Property	Delivery Hours/Days	Dock	Forklift	Size Truck	Limits
Flamingo	6:00am-12:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Bally's Las Vegas	6:00am-12:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Rio Casino & Hotel	6:00am-12:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Harrah's/Harvey's Tahoe/Harrah's Reno	6:00am-3:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Harrah's Laughlin	6:00am-12:00pm/M-F	Yes	Yes	Up to 53'	No Sideways Pallets
Harrah's Resort Southern California	6:00am-4:00pm/7 days	Yes	Yes	Up to 53'	No Sideways Pallets
Harrah's Ak Chin	6:00am-4:00pm/M-F	Yes	Yes	Up to 53"	No Pallets with Black Stretch Wrap; Max Pallet Height 80"



Claims Process

Suppliers utilizing the Caesars Entertainment Shipping Program will file all claims as requested by Caesars Entertainment (Refer to the Routing Guide for additional information).



Receiving Points of Contact

Eastern Region

Property	Contact	Phone
Bally's Atlantic City	Jeff Gehlhaus	609-340-2441
Caesars Atlantic City	Robert Fernan	609-343-2630
Caesars AC Offsite Warehouse	Rocco Policarpo	609-343-2750
Harrah's Atlantic City	Paulette Cheeks	609-441-5177
Harrah's Baltimore	Jay Cohen	443-931-4389
Harrah's Philadelphia	Michael Roach	484-490-2216



Receiving Points of Contact

Mid-West Region

Property	Contact	Phone
Harrah's/Horseshoe Council Bluffs	Bret Matthews	402-960-8686
Harrah's North Kansas City	John Woodford	816-214-7538
Harrah's Metropolis	Thomas Griffith	618-524-6114
Harrah's Joliet	Todd Adams	815-774-2644
Horseshoe Hammond	Jodie Barham	219-614-0412
Horseshoe Southern Indiana	DeNeil Brown	812-968-4996



Receiving Points of Contact

Southern Region

Property	Contact	Phone
Harrah's New Orleans	Kevin McGuinness	504-481-5824
Horseshoe Bossier City/ Louisiana Downs	Patrick Kennar	318-402-1449
Harrah's Gulf Coast	Gene Rivers	228-257-0711
Horseshoe Tunica	Calvin King	662-519-1468 or 901-647-6999
Tunica Roadhouse	Calvin King	662-519-1468 or 901-647-6999



Receiving Points of Contact

Western Region

Property	Contact	Phone
Las Vegas Properties	Martin Turner	702-218-6745
Harrah's Tahoe/Harvey's Tahoe/Harrah's Reno	Rich Miller	775-691-0032
Harrah's Laughlin	Jon Watters	702-298-6534
Harrah's Southern California	Mitch Crimson	760-751-3124
Harrah's Ak Chin	Gilbert Bandin	480-802-5062