



# Delivery Guidelines

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April 2018



# Receiving & Warehousing

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- 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

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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

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## 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

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## 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

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## 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

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## 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