



BUS INFORMATION | Contact the Marketing Department: | 209-984-9709 or lnorthrop@chickenranchcasino.com

## BUS RESERVATION POLICIES & PROCEDURES

Bus Company: \_\_\_\_\_

Phone #: \_\_\_\_\_

Group: \_\_\_\_\_

Signature: \_\_\_\_\_

Group Leader: \_\_\_\_\_

Email: \_\_\_\_\_

Bus Company Representative: \_\_\_\_\_

Date of Arrival: \_\_\_\_\_

Bus Company Phone/Email: \_\_\_\_\_

Arrival Time: \_\_\_\_\_

Departure Time: \_\_\_\_\_

### HOW TO RESERVE:

- All bookings must be made 14 business days in advance of arrival.
- Reservations must be made by calling or emailing the Marketing Department.
- Confirmed bookings will receive a phone and email confirmation.
- To cancel your reservation, unless for weather reasons, please call at least 3 days prior to arrival.

### GROUP OFFERS & REQUIREMENTS:

- All buses must meet all requirements: bus insurance, passenger manifest, and time of stay to qualify for bonus.
- Groups must stay a minimum of four (4) hours to receive bonus.
- In order to qualify for the incentive program, a motor coach vehicle must have a minimum of 20 or more passengers, not including the driver.
- Group Manifests, including the full legal names, mailing addresses, and dates of birth for all passengers must be received by the marketing staff 3 business days prior to the arrival date.
- All guests must be 18 years of age or older, and present a valid government issued photo I.D. Valid I.D includes the following: State issued driver's license, State identification card, Military I.D, Tribal Identification, or Valid Passport. All I.D.'s must have valid expiration dates.
- All offers are subject to change at any time at the discretion of Chicken Ranch Casino.

### ARRIVAL, DEPARTURE AND PARKING PROCEDURES:

- Buses will arrive and depart via our bus loading entrance, located in front of the Event Hall.
- Group leaders will exit the bus and check-in with Players Club. All guests will remain seated on the bus.
- Chicken Ranch representative will greet the bus and issue Players Club cards.
- Buses may begin departure procedures 15 minutes prior to listed departure time.
- Group leaders/drivers are responsible for alerting passengers of their departure time.
- Chicken Ranch Casino is not responsible for passengers left behind.

### INSURANCE REQUIREMENTS:

- All buses visiting Chicken Ranch Casino must comply with all Local, State, and Federal standards at a minimum, including but not limited to having a working fire extinguisher on board. All bus companies must pass annual inspections and provide documentation proving so.
- The tour bus operator acknowledges that it shall not be permitted to commence services until it has delivered required documentation to Chicken Ranch Casino, including a current Certificate of Insurance indicating that the tour bus operator has obtained the required insurance in form and substance satisfactory to Chicken Ranch Casino. Required Insurance: Certificates of Insurance for Commercial General Liability as well as Automobile Liability.
- Policy limits should be a minimum of \$1,000,000 per occurrence, \$2,000,000 aggregate and additional limits provided by an umbrella/excess policy of \$3,000,000.
- Automobile Liability limit must be \$5,000,000.
- Policy should name specifically Chicken Ranch Casino as additional insureds and contain a waiver of subrogation. The policy shall state that in the event of a claim, the tour bus operator's insurance policy is considered primary and non-contributory.
- Worker's Compensation coverage with a limit of \$1,000,000 for Employers' Liability.

Tour bus operators shall be solely responsible for any and all injuries and/or damages of any kind whatsoever (whether in tort, or otherwise) caused by or related to the operations of the tour bus company.

#### Internal use only:

Confirmation Email sent: \_\_\_\_\_

Manifest received: \_\_\_\_\_

Bonus Incentive: \_\_\_\_\_

Required Insurance Documents received: \_\_\_\_\_

Temp Cards Created: \_\_\_\_\_

Group Created: \_\_\_\_\_

Food Comps Loaded: \_\_\_\_\_