



## FREQUENTLY ASKED QUESTIONS

There are so many questions regarding casino closures, cruises, reward credits, etc. We have some of the most frequently asked questions below. We will continue updating as we receive more information. If you have other questions or concerns, please let us know!

**Q. When will the casinos be reopen?**

A. Each area has a different anticipated reopening date. Please note all dates are projected and may change depending on what happens with COVID-19. Some of the most popular destinations are listed below:

- Harrah's Cherokee- April 15
- Harrah's New Orleans- April 13
- Atlantic City- April 16
- Las Vegas- April 16

**Q. Will my Caesars Reward Credits expire?**

A. No, Caesars Entertainment CEO announced that no Reward Credits will expire during the shut down. Currently, they have been paused until at least September 1, 2020. They are also working on updates to requirements for earning Tier Status.

**Q. Will my offers that are valid during the shut down be useable when they open?**

A. No. All coupons/offers will only be honored during the dates on offer at Caesars Entertainment properties.

**Q. What is the cancellation policy for the Seven Stars Retreat or Diamond Elite Airfare offers?**

Guests have the option to find an alternative time to travel. We will hold the airfare credit until a future date. The change fee will be waived, but the guest may be subject to a higher or lower fare depending on when they travel. Guests should check with their host and the hosts should submit the change.

**Q. When will the charter flights resume?**

Charter flights to all regions for Caesars Entertainment are anticipated to resume May 1. Beau Rivage Charter Flights are expected to resume May 1.

**Q. Do you have groups scheduled on commercial airlines (CSBs)?**

Yes, we do have some groups scheduled beginning April 17. We will keep our website up to date with any cancellations of groups.

**Q. If I book a CSB, what if the trip is cancelled?**

A. American Airlines is allowing flexibility of groups to be rescheduled at later dates. If your names are already on the tickets, you should be allowed to use before December 31, 2020 with no change fee.

**Q. When will you resume motorcoach trips to Harrah's Cherokee?**

Our next scheduled trips will be in May, 2020.  
 May 3-5: Charlotte, Concord, Shelby, NC  
 May 17-19: Asheville, Charlotte, Concord, Greensboro, Hickory, Winston-Salem, NC and Greenville, SC.

**Q. When can I cruise again?**

Depends on the cruise line and destination. The situation is changing rapidly and adjustments are being made accordingly. Some of the most popular cruise lines projected sailing dates are below:

- Royal Caribbean- May 12, Alaska sailings delayed until July 2.
- Carnival- April 11
- Princess- May 11
- Norwegian- April 12
- Celebrity- May 12. Alaska sailings delayed until July 1.

**Q. Are the cruises offering flexible cancellation policies for future bookings?**

Yes. All the cruise lines have altered their policies so you are able to CRUISE WITH CONFIDENCE! Each cruise partner's policy may differ. Please check with us for specifics.

**Q. Are your offices still open?**

A. Yes. Pair-A-Dice and caSEAno offices remain open. We have altered our hours temporarily. M-F 9-5/Saturday-closed. We are working on future bookings now and planning fun events to enjoy when travel is safe again. As always, we have a host on call after hours and weekends for any travel emergencies that may arise.

**HAVE OTHER QUESTIONS?  
 PLEASE CONTACT US AND WE'LL  
 FIND THE ANSWERS FOR YOU!**

