



**Bus Tour Information:**

Please call the Bus Marketing Department for more information at 216-438-6949. Location: 21501 Emery Road, North Randall, Ohio 44124. Per Security policy, guests who appear visibly intoxicated may be denied entry to JACK Thistledown Racino.

**Reservations and Cancellations:**

All bus bookings must be made at least 7 full business days in advance of your arrival. Reservations may be made by calling 216-438-6949, online at <http://www.jackentertainment.com/thistledown/busgroups>, or e-mailing the Bus Marketing Department, the email address to book is [jtdbus@jackentertainment.com](mailto:jtdbus@jackentertainment.com).

All booked buses will receive a confirmation email. You only have a confirmed reservation when you receive a confirmation email from the JACK Thistledown Racino Bus Marketing Department.

If you need to cancel, unless you are canceling due to weather, please call to cancel at least 3 days in advance of your scheduled arrival date.

You must meet our 4-hour stay criteria to receive a bus bonus. In order for a bus group to receive a bus bonus, the group must commit to gaming in the casino for the minimum time requirement stated above. All guests must present ID to receive Free Slot Play.

JACK Thistledown Racino reserves the right to NOT issue a bus bonus to your motor coach if it does not meet the requirements. These requirements may include but are not limited to review of insurance, length of stay, legibility of manifest or number of passengers. Bus reservation policies & bonus offers may change at the discretion of JACK Thistledown Racino at any time. Please inquire with the Bus Marketing Department at 216-438-6949 to determine the bus bonus for the month and time of your groups' arrival.

**Group Size Requirements:**

In order to qualify for the incentive program, your motor coach must have at least 10 or more qualifying passengers required for group incentive. Qualifying passengers are defined as passengers who are 21 years of age or older, have valid state issued photo ID and arrive on board the motor coach together as a group and not a part of a voluntary exclusion program (V.E.P.) or are prohibited from visiting a JACK entertainment property.

It is at the discretion of JACK Thistledown Racino to determine what qualifies as a motor coach. It is at the discretion of JACK Thistledown Racino to determine that requirements have been met to receive incentives. Bonuses are not issued for those in cars.



**Age Requirement:**

It is mandatory that any persons entering JACK Thistledown Racino property including parking areas must be 21 years of age or older, and present a valid state issued photo ID. Security reserves the right to card any persons entering the property; if they do not have valid ID they will not be permitted to enter the racino. In an effort to prevent confusion, please make sure that your group is aware of this policy.

**Arrival Time Requirements:**

Groups must call 216-310-6175, ten minutes prior to their arrival so that a casino representative will be ready to serve your group as soon as they arrive.

Any group that is over an hour late and has not called the above number to notify Club JACK will be considered a NO CALL-NO SHOW. This group will be canceled and will not receive any bonus offer.

Guests are to wait on the bus until greeted by a racino representative who will give directions on free play redemption, promotions and events. Only guests who are on the bus at the time of arrival will receive free play. Drive-ins and walk up/on's are not eligible.

**Parking for Tour Buses:**

Bus groups who receive a confirmation from JACK Thistledown Racino will also receive complimentary bus parking. Bus parking is located in the Warrensville Center and Emery Road intersection corner of the lot. This is the Southwest Corner.

**Insurance Requirements for all Tour Buses Entering JACK Thistledown Racino:**

We are requiring Certificates of insurance for Commercial General Liability as well as Automobile Liability. The CGL limit should be at least \$2 million dollars aggregate, and \$1 million dollars per occurrence. The Automobile Liability limit must be \$5 million dollars.

This policy applies to all vehicles that carry 16 passengers or more.

We must also receive proof of workers' compensation coverage if your drivers are not independent contractors.

All tour operators/group leaders/or individuals who reserve a bus tour are responsible for contacting their hired bus company , to make sure all appropriate insurance paperwork is filed with the Bus Marketing Department, at JACK Thistledown Racino .

Insurance paper work may be emailed or faxed; \*the email address is: [jtdbus@jackentertainment.com](mailto:jtdbus@jackentertainment.com) \*the fax number is: 216-438-6831. -



**Unloading and Reloading Procedure at our Bus Arrival Area:**

Bus groups must load and unload at the designated passenger pick-up and drop-off location in front on the parking deck in the marked bus loading zone area.

Guests are let off in front of the JACK Thistledown Racino's Atrium Entrance (marked bus drop off zone in front of the parking deck). Guests can walk through the parking deck via the glass enclosure or on the sidewalk to the atrium entrance.

For GPS usage, enter 21501 Emery Road, North Randall, Ohio 44124

Buses may not utilize the loading and unloading zone more than 10 minutes prior to their designated drop-off time or more than 10 minutes before or after their designated load-in time. Groups should contact the casino at 216-310-6175 advising of changes to the arrival time that may result from variations in traffic and weather.

Group leaders are responsible for advising passengers of the correct departure times. JACK Thistledown Racino is not responsible for guest transportation if, for any reason, the guest misses his or her departing motor coach.

**Manifest Requests:**

Groups are required to fill out a manifest in its entirety. This includes street address, city, state, zip code, email address, date of birth and Club JACK account number (if a returning guest).

Manifests must be printed legibly or typed. An incomplete or illegible manifest may result in the delay of the issuance of the free play award or may result in denial of the free play award to the guest or group as a whole.

Completed group manifests must be received 3 business days prior to arrival. The manifest may be faxed to 216-438-6831, or emailed to [jtdbus@jackentertainment.com](mailto:jtdbus@jackentertainment.com) .