

# JACK

CLEVELAND  
CASINO



## OVERVIEW

- Cleveland became the first city in the State of Ohio to host a full-service casino on May 14, 2012. The state is the 23rd commercial gaming jurisdiction in the United States.
- Affiliates of JACK Entertainment LLC, formerly Rock Gaming LLC, own JACK Cleveland Casino.
- The 300,000-square-foot casino is located inside the historic Higbee Building on Public Square adjacent to the city's entertainment district.
- JACK Cleveland Casino was named a Top Workplace in Northeast Ohio by the Plain Dealer. A recognition given to companies who provide outstanding company cultures as voted by their team members.
- Mark Tricano is senior vice president of northeast Ohio operations and general manager of JACK Cleveland Casino.

## ACCESS

- JACK Cleveland is open 24 hours a day, seven days a week.
- All guests must be 21 or older with a government-issued form of identification to enter the casino.
- The casino has five public entrances, with street level entrances located at Public Square and Prospect Ave, and interior entrances available through Tower City Center. Guests may also enter through the skywalk, which connects the garage with the second floor of the casino.

## PARKING & RETAIL

- Guests and downtown visitors may valet or self-park at the casino's dedicated 1,300-space parking structure located at the corner of Ontario and Prospect streets.
- K Level card holders may park free seven days a week. Other ClubJACK members park free based on rated play and Prime Players (55+) have special free parking days.
- A gift shop located in the garage's Welcome Center offers apparel and themed memorabilia, as well as sundries and snacks.

## GAMING

- The property includes a 96,000-square-foot gaming floor with a variety of slot machines, table games and poker options.
- Denominations among more than 1,200 slots and video poker machines range from 1 cent to \$500 per spin; the most current and popular slot themes are available.
- The casino offers nearly 100 table games including Blackjack, Craps, Roulette, Let It Ride and several Poker derivatives.
- The 28-table poker room hosts live poker action around the clock with No Limit and Limit cash games such as Texas Hold 'em, Omaha, 7 Card Stud and Razz. Weekly and monthly poker tournaments also are offered in the poker room.
- The casino features the newest in gaming technology with Synergy Table Games which combines electronic table games, live dealer games, and interconnected play in a social and high-energy environment.

## ON-SITE DINING

- JACK Cleveland features a buffet restaurant, three quick-serve food outlets and three feature bars.
- Seven Chef's Buffet is a 400-seat buffet restaurant which offers seven stations for lunch, dinner and weekend brunch menus.
- Cleveland-based Corky & Lenny's (deli), STACK'D (burgers), and Nonna Pazza (Italian) make up the casino's quick-serve outlets.

## HOTEL & RESTAURANT PARTNERS

- JACK Cleveland has partnerships with more than a dozen restaurants downtown to offer fine dining rewards to guests.
- A preferred relationship with The Ritz-Carlton, Cleveland, allows the casino to offer guests overnight accommodations.

## LOYALTY PROGRAM

- JACK Cleveland is a member of JACK Entertainment's ClubJACK loyalty program. Guests receive 3 points for every \$1 of play on a VLT machine and 1 point for every \$1 of play on a video poker machine. Table Games players earn comp dollars based on average bet and amount of time spent playing. Poker players earn comp dollars based on amount of time played.
- ClubJACK offers many exciting benefits including free cruises and trips to Las Vegas for select guests, comps at local signature restaurants and hotels, gifts, special events, entertainment and more.
- There are four levels of membership in ClubJACK: J, A, C, and K. Membership is free and registration is available at the property's ClubJACK center.

## ECONOMIC IMPACT

- The casino employs nearly 1,500 team members approximately 90 percent of which are from the Cleveland metropolitan area.
- In its first three years, the casino welcomed more than 13 million guests, booked nearly 100,000 room nights at partner hotels, and redeemed more than \$4.4 million in meals at partner restaurants.

## DESIGN & CONSTRUCTION

- Developers invested \$350 million to transform four floors of the Higbee Building.
- About 2,000 workers were deployed during the 16-month renovation and construction. Contracts valued at more than \$124 million were awarded largely to Ohio-based businesses, and nearly 45 percent of contracts were awarded to MBE and WBE certified companies.

## GAMING IN OHIO

- Ohio voters approved a state constitutional amendment in November 2009 authorizing casinos in the state's four largest cities: Cleveland, Cincinnati, Columbus and Toledo. As approved in the ballot issue, gross casino revenues will be taxed at 33 percent, one of the highest rates in the nation.
- Portions of the tax revenue are designated for public school districts, the four host cities, all 88 state counties, law enforcement training, and research and treatment of problem gambling and substance abuse.

## DEVELOPERS

- JACK Entertainment is a Midwest-based urban gaming company focused on the development and operation of gaming facilities that are designed to maximize connectivity and economic impact in the local areas where they reside. Dan Gilbert, chairman of JACK Entertainment, is also majority owner of the NBA's Cleveland Cavaliers and AHL's Lake Erie Monsters, and chairman and founder of Quicken Loans Inc. Nearly 5,000 Ohioans are employed through Gilbert's business interests.
- JACK Entertainment also owns JACK Cincinnati Casino, Greektown Casino-Hotel in Detroit, JACK Thistledown Racino, a thoroughbred racetrack with video lottery terminals in North Randall, Ohio, and Turfway Park, a premier thoroughbred horseracing track located in northern Kentucky.
- JACK Entertainment is also a partner in Horseshoe Casino Baltimore, a full-service urban casino that opened in August 2014, and in Caesars Interactive Entertainment, the largest online, mobile and social gaming company focused on casino entertainment.

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