



Bus Marketing

•Policies and Procedures•

Contact Information

For information regarding Bus Marketing reservation procedures and policies, please contact Manley Crawford at 954-457-6106 or by email at Manley.Crawford@Gulfstreampark.com.

Reservation Policies and Procedures

- Reservations may be made by calling 954-457-6106 or by emailing Manley.Crawford@Gulfstreampark.com
- Reservations are made on a first-come, first-serve basis and are subject to availability. Reservations may be excluded on peak periods, holidays and weekends.
- A signed Charter Agreement Form must be submitted and on file before reservations are confirmed.
- Each bus must have their own Charter Agreement Form.
- A group consists of a minimum of 30 people, and must stay at least 4 hours to receive group incentive(s).
- Gulfstream Park must approve any changes to the original reservation prior to arrival. Failure to comply with policies and procedures may result in forfeiture of group incentive(s).
- Motor Coach Operators, Transportation Companies, Travel Agencies and Tour Operators must be licensed and in good standing. Each is required to provide a Certificate of Insurance (**COI**), to complete the reservation, prior to arrival.
- Motor Coach Operators must be in full compliance with all Federal Motor Carrier Safety Administration regulations.
- The changing, “farming out” or “sub-contracting” of scheduled motor coach carrier is strictly prohibited without **prior** consent from the Bus Marketing Department. The sub-contracted transportation company must provide a valid Certificate of Insurance (**COI**), prior to arrival.
- Gulfstream Casino reserves the right to change, alter, or cancel group incentive packages without notice.
- Group Leaders are responsible for advising passengers on correct departure time and place, as Gulfstream does not assume responsibility for assembling departing passengers or providing return transportation.
- **Group Leaders who bring 30 or more guests are responsible for providing a legible manifest 2 weeks prior to arrival. The manifest includes first and last name as they appear on ID, Date of Birth, and Address. Email address and phone numbers are suggested.** Changes to the manifest may be made 1 week prior to arrival. Failure to comply will result in forfeiture of group incentive(s).



Dear Group Leader,

Thank you for being a leader for your group's visit to Gulfstream Park! In order to ensure everyone enjoys their visit, we are kindly requesting you assist us with sharing the following information with your guests prior to your arrival at Gulfstream Park Casino:

- Please inform your group that a government- issued photo ID must be presented. Valid ID includes: Driver's License, Passport, Alien Registration Card, and Military with photo or State- Issued ID. Florida State Regulations: Chapter 51-D. Players without proper ID will not collect any jackpots, if won on that day. Please make sure members of your group are aware of this regulation.
- If there is a problem with a machine, **DO NOT LEAVE THE MACHINE!** While remaining at the machine, alert a Gulfstream Park Casino staff member with a badge of the issue. Assistance will be provided.
- Fill out manifest and return **2 weeks prior to arrival**. Changes may be made up to 1 week in advance.
- Each guest will receive \$10 Free Casino Play on their player's club card which will expire at the end of day.
- Each guest will receive a \$5 Lunch voucher upon arrival.
- ATM's can be found on the 1st and 2nd floors.
- Provide bus driver with Bus Entrance Map. This will provide the convenient location where a Gulfstream Park representative will meet your group. We kindly ask that guests remain on the bus until a Gulfstream Park Greeter arrives.

Please call 954-457-6550 or 954-457-6190 to alert staff 20 minutes prior to arrival to ensure your guests receive the warm welcome they deserve. Alternate contact number: 954-454-7000 (please hit zero to be connected with operator).

As a Group Leader, Gulfstream Park would like to extend our appreciation for your efforts of sharing this information by providing you a \$30 Free Casino Play Promotional Card.

We wish all guests a wonderful experience and a fun day at Gulfstream Park Racing and Casino, and the Village of Gulfstream Park.

Regards,

The Team at Gulfstream Park



GROUP & CONTACT INFORMATION

Group/Company Name: _____ Contact: _____
Address: _____ City: _____
State: _____ Zip: _____ Telephone: _____
Cell: _____ Email: _____

EVENT INFORMATION

Group Leader: _____ Group Leader Cell Phone: _____

Event Day: _____ Event Date: _____ Arrival Time: _____

Please Indicate Number of Guests _____ *Maximum of 60 Guests Pick up Time: _____

Bus Company: _____ Bus Company Phone: _____

REQUIREMENTS

- All requested Event Information above must be filled in (Blue Text _____).
- Date will not be reserved until Charter Agreement Form is signed and received by Gulfstream Park.
- A group consists of thirty (30) or more people arriving together in a motor coach or shuttle.
- A minimum stay of (4) hours is required for all groups – no limit after requirement has been satisfied.
- All advertisements of your group’s visit need to be approved by Gulfstream Park Marketing Department.
- Members of your group must be 21 or over to enter the casinos and poker room.
- **A Government-Issued photo ID must be presented. Valid ID includes: Driver’s License, Passport, Alien Registration Card, and Military with photo or State- Issued ID. Florida State Regulations: Chapter 51-D.**
- Players without proper ID will not collect any jackpots, if won on that day. Please make sure members of your group are aware of this regulation.
- Guests will receive a credit of \$10 in Free Casino Play on their Player’s Club card.
- Guests will receive a \$5.00 credit towards their meal purchase at Gulfstream Park vendor outlet.
- Group Leaders will receive \$30 Free Casino Play on their Player’s Club Card valid during their visit to Gulfstream. Based on performance of their group, this number may be subject to change. See Gulfstream representative for more details.
- Your Group Leader will be responsible for all transportation arrangements.
- Your Group Leader will be responsible for all scheduling, including communicating any changes to your guests and Group Sales at Gulfstream Park.
- Your Group Leader must share the provided information to the group regarding the group’s visit.
- **Group Leader must email a manifest 2 week prior to arrival on Gulfstream property in Excel format.**
- **You must notify your Gulfstream Park representative the final count 1 week prior to the visit and confirm your Group Leader has received all pertinent information and instructions.**
- **If group fails to meet any requirement set upon by this document, they then forfeit any amenities or offers stated within this agreement thus making it null and void.**
- Your Group Leader will be responsible for providing the bus driver the Bus Entrance Map.
- Please call 954-457-6550 or 954-457-6190 to alert staff of your arrival 20 minutes prior to arrival to ensure your guests receive the warm welcome they deserve. If your bus is late, it is important to alert Gulfstream Park using the numbers provided.
- Alternate contact number: 954-454-7000 (please hit zero to be connected with operator)
- Management has the right to terminate this agreement at any time in its sole discretion for any reason.

****PLEASE READ BEFORE YOU SIGN****

Client: _____ Date: _____

Issued by: Manley Crawford Date: _____ Confirmed by Gulfstream Park: _____