

for finding transportation back to the casino before the scheduled departure time of the bus. Any passenger, who is not at the bus loading area at the departure time, will be responsible for arranging their own transportation home and for any costs incurred for that transportation.

6. Viejas Casino does not provide personal attendants for guests with special needs. Our staff will not be able to assist guests with using the restroom, maneuvering through the casino and outlet center, or loading and unloading from the bus.

### To Receive Your Deposit Refund, You Must Meet These 5 Requirements:

- Your trip must take place.
- You must have at least 35 guests on the bus upon arrival at the casino.
- You must stay at the casino for a minimum of 5 hours from the time of arrival.
- You must have a minimum of 80% of your group use their VIP Rewards Club Cards while gaming (tracked play). Rewards Club Cards are accepted at all table games, in all slot machines, and in Bingo.
- You must give us 72 **business** hours prior notice for any cancellations.

If you have any questions regarding our requirements for refunding deposits, please call Farrah Espinoza at (619) 659-1764 or Tana Mora at (619) 659-1733.



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Subject to change without prior notice. 06/09

## VIEJAS CASINO OUTLET CENTER Group Tour Letter of Agreement

Viejas Casino shall provide transportation to and from our casino Mondays through Saturdays. This offer is not available on Sundays, major Holidays, or Holiday weekends. All reservations are based on availability. Saturday reservations will only be offered to groups who have qualified by meeting ALL requirements on a minimum of three (3) previous trips.

When your group arrives at Viejas Casino, please have your guests remain seated on the bus. A Casino Hospitality Representative will greet your group, briefly explain the use of the VIP Rewards Club Card and distribute **Casino Fun Book** coupons to each guest on the bus. The coupons are only good during the month of that trip and only one **Casino Fun Book** will be issued per person, per day. Our **Casino Fun Book** coupons are good for:

- **\$5.00 Off Lunch or \$6.00 Off Dinner at the Harvest Buffet OR \$5.00 off any purchase at the Daisy's Cafe or China Camp**
- **Viejas Outlet Center Discount Book**

*Must show your V Club card to redeem coupons. Coupons subject to change without prior notice.*

### To Receive This Complimentary Service:

- Please reserve your desired trip date **PRIOR TO** sending in your deposit. Reservations must be made a minimum of **60 days** in advance of your desired trip date. Reservations are based upon availability.
- A \$300.00 deposit is required **per bus**. The deposit may be in the form of a check (personal or company), cashier's check, or money order. The deposit is refundable if all guidelines are met. **HOWEVER, THE DEPOSIT WILL BE FORFEITED IF YOUR GROUP DOES NOT MEET ALL GUIDELINES OUTLINED IN THIS AGREEMENT-PLEASE READ ALL REQUIREMENTS THOROUGHLY.**
- Please make deposit checks payable to Viejas Casino and mail to: Viejas Casino  
5000 Willows Road  
Alpine, CA 91901,  
Attention: Farrah Espinoza  
Group Tour Manager

Complimentary Service... cont'd

## Complimentary Service Cont'd:

We will not be able to reserve a bus or send you a confirmation letter until your deposit has been received.

- Your deposit must be received in our office a minimum of **30 days** prior to your requested trip date to ensure availability of a bus for your group. If we do not receive your deposit in time, we will call you to reschedule your trip.
- When you mail your deposit, please include the **COMPLETED DEPOSIT FORM**. Once we have received your deposit and reserved a bus for your group, a confirmation letter will be mailed to you..
- If your group reserves one bus and decides a second bus is needed, you must contact us and have an additional \$300.00 deposit on file before the second bus can be ordered (Monday – Friday only). This additional deposit must be received a minimum of 14 days prior to your trip. Additional buses will be subject to availability. This option is not available for Saturday trips
- When your group arrives at the Casino, the guests will need to go to one of our VIP Rewards Club booths, show a valid photo ID, and have a VIP Rewards Club Card made for them on the day of your trip. The group coordinator will need to write their card number next to their name on the Viejas Casino Group Tour Manifest during your bus ride home. Once the form is completed you may fax over your Viejas Casino Group Tour Manifest to our office by 10:00 a.m. the day after your trip. Our fax number is (619) 659-2235.
- You must have a minimum of 35 guests on the bus upon arriving at the Casino in order to meet one of the requirements for refunding the deposit.
- IF, AT ANY TIME, A BUS ARRIVES FOR THE PICK-UP AND THERE ARE 20 PASSENGERS OR LESS, THE BUS WILL REFUSE THE GROUP, THE TRIP WILL BE CANCELLED, AND YOUR DEPOSIT FORFEITED.
- All guests must stay seated on the bus until a Hospitality Representative greets the group and counts the passengers on the bus. Any guests who depart the bus prior to the Hospitality Representative counting the

passengers **will not** be included in the passenger count for the purpose of the deposit refund and **will not** receive a Casino Fun Book.

- Your group will have a 5-hour stay at Viejas Casino, not including drive time. Please advise us ahead of time if a member of your group **will** be providing their own transportation. As a part of your group, they will receive a Casino Fun Book, but **will not** be included in the passenger headcount for the minimum requirement of 35 guests.
- If you must cancel your trip for any reason, you must notify us a minimum of 72 **business** hours prior to your scheduled trip in order for your deposit to be refunded.
- If your group meets all of the requirements and becomes eligible for a refund, you will receive a full refund of your deposit, by mail, approximately three weeks after your group tour. Refund checks will be issued and mailed to the party whose name and address is on the deposit check
- **It is the group's coordinators' responsibility to make sure that the manifest submitted is accurate.** Please make sure the top portion of your Viejas Casino Group Tour Manifest is completed, including the name of your group, the date of your trip, the coordinator's name and phone number:

## General Rules:

1. One food voucher will be issued per bus for the group coordinator:
2. Any guest using the bus must be at least 18 years of age with valid photo identification.
3. Your group may bring food and non-alcoholic beverages on the bus. However, these items must stay on the bus when it arrives at the Casino.
4. Any guests who are intoxicated upon arrival **will not** be allowed in the casino and **will not** count toward your requirements.
5. If, for any reason, a guest must go offsite during their stay at the casino, they are solely responsible