



Harrah's

CAESARS

HORSESHOE

BALLY'S

Flamingo

GRAND CASINO

HARVEYS

Paris

rio

SHOWBOAT

Harrah's Entertainment Best Rate Guarantee Fax Claim Form

Date: \_\_\_\_\_

Guest Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Country: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Total Rewards Card Number (if applicable): \_\_\_\_\_

Reservation Information

Resort: \_\_\_\_\_ City/State: \_\_\_\_\_

Arrival Date: \_\_\_\_\_ Departure Date: \_\_\_\_\_

Confirmation Number: \_\_\_\_\_ Confirmed Rate: \_\_\_\_\_

Third Party Quoted Rate: \_\_\_\_\_

Third Party Location: \_\_\_\_\_

Proof Submitted: \_\_\_\_\_

Comments: \_\_\_\_\_

For Office Use Only:

Tracking Number:

Instructions

- 1. Download and complete the claim form within 4 hours of making your original reservation at a Harrah's Entertainment casino/resort.
2. Print form.
3. The rate on the non-Harrah's Entertainment website or advertisement must be confirmed as available. One way to confirm availability is to provide a printout of the screen or screenshot of the web site (showing a time/date stamp of 4 hours) with the lower rate that proves availability via the point of transaction (i.e. the credit card information page that shows the rate, room type, dates, etc). You do not need to book the rate. However, a screenshot from a website that shows the rate, but does not show that it is available and can be purchased, will not be accepted.
4. Fax this claim form and a copy of the screenshot, printed webpage, or advertisement showing the lower rate to one of the fax numbers list on the next page. Evidence must prove availability of the lower rate. See Terms & Conditions for more information.
5. The Customer Service Center will verify the validity of your claim and respond to you within 72 hours. If you have not received a response from Customer Service within this time frame, you may contact a representative using the email address provided on the next page.

<b>Atlantic City Call Center services the following casino/hotels:</b>		
Bally's Atlantic City Caesars Atlantic City Harrah's Atlantic City Showboat Atlantic City	FAX# 609-441-5377	<a href="mailto:BRG-AtlanticCity@harrahs.com">BRG-AtlanticCity@harrahs.com</a>
<b>Las Vegas Call Center services the following casino/hotels:</b>	FAX # 702-862-3584	<a href="mailto:BRG-LasVegas@harrahs.com">BRG-LasVegas@harrahs.com</a>
Bally's Las Vegas Caesars Palace Flamingo Las Vegas Harrah's Las Vegas Harrah's Reno Imperial Palace Paris Las Vegas Planet Hollywood Rio Las Vegas		
<b>Lake Tahoe Call Center services the following casino/hotels:</b>	FAX # 775-586-6614	<a href="mailto:BRG-Tahoe@harrahs.com">BRG-Tahoe@harrahs.com</a>
Harrah's Lake Tahoe Harveys Lake Tahoe		
<b>Or Contact one of these casino/resorts individually at:</b>		
Horseshoe Southern Indiana	FAX# 812-969-6127	<a href="mailto:BRG-CaesarsIndiana@harrahs.com">BRG-CaesarsIndiana@harrahs.com</a>
Grand Casino Biloxi	FAX# 228-604-5075	<a href="mailto:BRG-GrandBiloxi@harrahs.com">BRG-GrandBiloxi@harrahs.com</a>
Harrah's Tunica	FAX# 662-357-3494	<a href="mailto:BRG-GrandTunica@harrahs.com">BRG-GrandTunica@harrahs.com</a>
Harrah's Ak-Chin	FAX# 480-802-3009	<a href="mailto:BRG-AkChin@harrahs.com">BRG-AkChin@harrahs.com</a>
Harrah's Cherokee	FAX# 828-497-8336	<a href="mailto:BRG-Cherokee@harrahs.com">BRG-Cherokee@harrahs.com</a>
Harrah's Council Bluffs	FAX# 712-329-6491	<a href="mailto:BRG-HarrahsCouncilBluffs@harrahs.com">BRG-HarrahsCouncilBluffs@harrahs.com</a>
Harrah's Joliet	FAX# 815-740-7249	<a href="mailto:BRG-Joliet@harrahs.com">BRG-Joliet@harrahs.com</a>
Harrah's Laughlin	FAX# 702-298-6802	<a href="mailto:BRG-Laughlin@harrahs.com">BRG-Laughlin@harrahs.com</a>
Harrah's Metropolis	FAX# 618-524-6187	<a href="mailto:BRG-Metropolis@harrahs.com">BRG-Metropolis@harrahs.com</a>
Harrah's New Orleans	FAX# 504-533-6802	<a href="mailto:BRG-NewOrleans@harrahs.com">BRG-NewOrleans@harrahs.com</a>
Harrah's North Kansas City	FAX# 816-889-4200	<a href="mailto:BRG-NorthKansasCity@harrahs.com">BRG-NorthKansasCity@harrahs.com</a>
Harrah's Reno	FAX# 775-788-3723	<a href="mailto:BRG-Reno@harrahs.com">BRG-Reno@harrahs.com</a>
Harrah's Rincon	FAX# 760-751-7710	<a href="mailto:BRG-Rincon@harrahs.com">BRG-Rincon@harrahs.com</a>
Harrah's St. Louis	FAX# 314-770-8399	<a href="mailto:BRG-StLouis@harrahs.com">BRG-StLouis@harrahs.com</a>
Horseshoe Bossier City	FAX# 318-741-7870	<a href="mailto:BRG-HorseshoeBossierCity@harrahs.com">BRG-HorseshoeBossierCity@harrahs.com</a>
Horseshoe Tunica	FAX# 662-357-5597	<a href="mailto:BRG-Tunica@harrahs.com">BRG-Tunica@harrahs.com</a>
Horseshoe Council Bluffs	FAX# 712-329-6491	<a href="mailto:BRG-HorseshoeCouncilBluffs@harrahs.com">BRG-HorseshoeCouncilBluffs@harrahs.com</a>
Tunica Roadhouse	FAX# 662-363-8043	<a href="mailto:BRG-Tunica@harrahs.com">BRG-Tunica@harrahs.com</a>