



Frequently Asked Questions for Guests

1. Is Caesars open for business?

- Yes. All Caesars Entertainment properties are open for business and continue to operate normally.
- As we move forward, guests will continue to receive the same outstanding service and unforgettable entertainment experiences they have come to expect from us.

2. How will this affect my visit to a Caesars property?

- All of our properties continue to operate normally, and we continue to welcome all guests, meetings and events as usual.

TOTAL REWARDS

3. Can I still earn and redeem Total Rewards credits as usual? Will Total Rewards members still receive special member pricing and discounts at participating restaurants and shops?

- Yes. The Total Rewards program remains in place and your status and credits within the program are unchanged.
- We are continuing to provide the privileges and amenities that come with your status, and you can continue to access the signature experiences and exclusive events that are curated with you in mind.
- You are a valued member and we appreciate your patronage and loyalty to Caesars.

4. Will Total Rewards credits and comps remain in place?

- Yes. The Total Rewards program remains in place. You will keep the Tier Status and Tier Score that you have earned and your Reward Credit balance.
- You will continue to receive offers from your favorite casinos.

RESERVATIONS

5. Can I still make reservations?

- Yes. We continue to welcome all guests, meetings and events as usual.
- Your satisfaction remains our top priority and you can be assured that you will receive the same outstanding service and unforgettable entertainment experiences you have come to expect during your next visit.
- We appreciate your patronage and loyalty to Caesars.

6. Will there be any changes to my current reservations as a result of the financial restructuring process?

- There will be no changes to your reservations or the status of your meetings/event.
- All of our properties continue to operate normally, and we continue to welcome all guests, meetings and events as usual.
- We look forward to welcoming you on your visit.

7. Will I be able to make changes to my reservations, meetings and event proposals or catering contracts during the financial restructuring process?

- Yes. You will be able to make any changes permitted under your current reservations or contracts during the financial restructuring process, just as you usually would.
- All of our properties continue to operate normally, and we continue to welcome all guests, meetings and events as usual.

8. Will there be any changes to the schedules of meetings/conventions? Will deposits made in advance be honored?

- There will be no changes to the status of events at our properties as a result of the restructuring, and deposits made in advance of an event will be honored.
- All Caesar Entertainment properties will continue to operate as usual, including hosting meetings and events and providing the facilities, amenities and services that you enjoy.

OTHER

9. Are employees being taken care of?

- Employees are continuing to perform their usual roles and will continue to receive their pay and benefits as usual.

10. How can I get updates and additional information?

- As always, if you have additional questions, please do not hesitate to reach out to your usual contact.