

Charter Flight Reservation Cancellation & Changes Policies Updated November 18, 2016

Caesars Entertainment - Major Changes/Cancellation by Charter Participant

If you cancel your reservations, you will receive no refund, except under the limited circumstances set forth below. Notification of cancellation should be called either to the booking agent listed below or to our reservation department. Cancellation charges are effective from the day that you advise us of your cancellation and you receive a cancellation number.

- i. You will be given a full refund if you cancel your reservation more than thirty (30) days before departure and we, or you, are able to re-fill the seats.
- ii. Cancellation less than thirty (30) days prior to flight departure date will result in \$250 per reservation cancellation fee. This fee will be charged to the credit card received at the time of booking or on file with Charter Operator, deducted from any refund due or if a valid credit card is not available or does not have sufficient funds, Charter Operator reserves the right to deduct Total Rewards Credits from primary customers account.
- iii. You will be given a full refund, less a \$25 per person service fee, if: (a) you provide a substitute charter participant for your reservation before canceling, provided, however, that charter participants who are complimentary guests of Charter Operator have no right of substitution, or (b) Charter Operator is able to resell your canceled reservation (as evidenced by a full manifest for the flight).
- iv. You will be given a full refund if you cancel because: (a) of a medical emergency (physician's note must be provided); (b) you or your companion decease before the departure (your "companion" is the person who is your confirmed scheduled roommate during the tour); or (c) of the death of an immediate family member (death certificate or other evidence must be provided).
- v. If you are a comped passenger you will be required to secure your reservation with a major credit card. Your credit card will be charged the amount of \$250 per reservation for the trip only if you fail to appear and participate in the charter. By signing this agreement, you agree to have your credit card charged accordingly.
- vi. Delays due to weather-related issues will not constitute sufficient grounds for cancellation unless the new arrival or departure time is greater than four (4) hours from the original time or results in the flight departure moving to the next day.
- vii. Any requests for a refund must be emailed or mailed to Caesars Entertainment by the individual who booked the reservation.

1. Email: ESSAirCharter@caesars.com

2. Address: Caesars Entertainment, Attention: Total Rewards Air Refunds, 3645 Las Vegas Blvd. So. Las Vegas, NV 89109

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Beau Rivage Resorts, Inc. - Major Changes/Cancellation by Charter Participant

CANCELLATION AND REFUND: If you cancel your reservations you will receive no refund, except under the limited circumstances set forth below. Notification of cancellation should be called either to the booking agent listed below or to our reservation department. Cancellation charges are effective from the day that you advise us of your cancellation and you receive a cancellation number.

CANCELLATION NOTICE RECEIVED CANCELLATION/ADMINISTRATION FEE
Passengers will forfeit their non-refundable \$40 Convenience Fee if they cancel their reservation at anytime once it has been confirmed. An additional fee per passenger applies if the flight booking is changed or cancelled within 10 days of arrival to property or if the passenger is a no-show as described below. If a passenger does not have sufficient funds on their Credit Card for the fee, their Express Comps will be charged the fee.

The below changes made within 10 days of flight date will result in a \$250.00 Cancel/Change fee charged to passengers who paid \$250.00 or less for their flight. Any amount previously paid for the flight will be deducted from the \$250.00 fee and the balance will be due in full from the passenger at time of cancellation or change. Anyone paying more than \$250.00 for their flight will forfeit all monies paid for the flight if cancelled or no-showed inside 10 days for the following reasons:

- Changing/Cancelling Flight Day
- Changing/Cancelling Flight City
- Changing booking from 2 passengers to 1 passenger resulting in loss of occupied seat within 10 days of flight date.

*Upon NM approval, adding a 2nd passenger to a single passenger booking and/or changing the second passenger's name will not be charged a change fee even if done within 10 days of arrival.

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Peppermill Casinos Inc. (Wendover) - Major Changes/Cancellation by Charter Participant

CANCELLATION AND REFUND: If you cancel your reservations you will receive no refund, except under the limited circumstances set forth below. Notification of cancellation should be called in to our reservation department. Cancellations are effective from the day that you advise us of your cancellation and you receive a cancellation number. All requests for refunds must be sent to us in writing at the address listed under Charter Operator Information.

Except as specifically provided below, a non-refundable Twenty Five Dollar (\$25.00) administration fee per person will be charged on all cancelled reservations.

Except as specifically provided below, if you cancel within 14 days or less prior to the flight, no refund will be issued. One Hundred Percent (100%) of the cost of the package will be retained by Peppermill Casinos Inc.

If you are a comped passenger you will be required to secure your reservation with a major credit card. Your credit card will be charged the amount of the trip per person for the trip only if you fail to appear and participate in the charter. Cancellations less than 14 days of the flight will be charged \$25 per person. By signing this Agreement you agree to have your credit card charged accordingly.

Please be sure to call our Reservations Department to notify us of your cancellation. Administration fees (if any) are effective from the day that you advise

If you cancel and we are able to resell your seat(s) you will receive a full refund less a \$25.00 administrative fee; however, no such resale shall have occurred until all seats on the flight have been sold out initially. Alternatively, if at the time of cancellation you are able to provide a substitute passenger(s) to take over your reservation(s) for a travel package of equal or greater value, you will receive a full refund less a \$25.00 administrative fee. Refunds will be made within 14 days of receipt of your notice of cancellation (or within 14 days of resale of your cancelled seat(s) as the case may be.)