



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.

Atlantic City Call Center services the following casino/hotels:		
Bally's Atlantic City Caesars Atlantic City Harrah's Atlantic City Showboat Atlantic City	FAX# 609-441-5377	BRG-AtlanticCity@harrahs.com
Las Vegas Call Center services the following casino/hotels:	FAX # 702-862-3584	BRG-LasVegas@harrahs.com
Bally's Las Vegas Caesars Palace Flamingo Las Vegas Harrah's Las Vegas Harrah's Reno Paris Las Vegas Rio Las Vegas		
Lake Tahoe Call Center services the following casino/hotels:	FAX # 775-586-6275	BRG-Tahoe@harrahs.com
Harrah's Lake Tahoe Harveys Lake Tahoe		
Or Contact one of these casino/resorts individually at:		
Horseshoe Southern Indiana	Fax# 812-969-6127	BRG-CaesarsIndiana@harrahs.com
Grand Casino Biloxi	FAX# 228-604-5075	BRG-GrandBiloxi@harrahs.com
Harrah's Tunica	FAX# 662-357-3494	BRG-GrandTunica@harrahs.com
Harrah's Ak-Chin	FAX# 480-802-3009	BRG-AkChin@harrahs.com
Harrah's Cherokee	FAX# 828-497-8336	BRG-Cherokee@harrahs.com
Harrah's Council Bluffs	FAX# 712-329-6491	BRG-HarrahsCouncilBluffs@harrahs.com
Harrah's Joliet	FAX# 815-740-7249	BRG-Joliet@harrahs.com
Harrah's Laughlin	FAX# 702-298-6802	BRG-Laughlin@harrahs.com
Harrah's Metropolis	FAX# 618-524-6187	BRG-Metropolis@harrahs.com
Harrah's New Orleans	FAX# 504-533-6802	BRG-NewOrleans@harrahs.com
Harrah's North Kansas City	FAX# 816-889-4200	BRG-NorthKansasCity@harrahs.com
Harrah's Reno	FAX# 775-788-3723	BRG-Reno@harrahs.com
Harrah's Rincon	FAX# 760-751-7710	BRG-Rincon@harrahs.com
Harrah's St. Louis	FAX# 314-770-8399	BRG-StLouis@harrahs.com
Horseshoe Bossier City	FAX# 318-741-7870	BRG-HorseshoeBossierCity@harrahs.com
Horseshoe Tunica	FAX# 662-357-5597	BRG-Tunica@harrahs.com
Horseshoe Council Bluffs	FAX# 712-329-6491	BRG-HorseshoeCouncilBluffs@harrahs.com
Sheraton Tunica	FAX# 662-363-8043	BRG-SheratonTunica@harrahs.com