



**Casino Players Club Inc.**  
**GET COMPED!™**  
**www.epccomps.com**  
**1-833-MYCOMPS (1-833-692-6677)**  
**Facebook, YouTube, Twitter, Instagram**

The following is for your information only and will help you steer customers in the right direction. At the same time, it may help you avoid wasting time on trips that would not be approved.

### **NOT ALL CASINO OFFERS ARE EQUAL**

First, let's look at places like Las Vegas. It is easier to send a guest to Las Vegas because of the sheer number of rooms each property needs to fill each day. This doesn't mean we can send just anyone, but we can certainly qualify someone easier.

However, places where there are limited casinos or casinos with hotels the qualifications can be quite steep. Harrah's in New Orleans is a perfect example. They are the only casino hotel in New Orleans. Because of that, they easily fill rooms. To get a comp at this resort, you really need a good player. Someone with a \$200 ADT is not going to get a room whereas we might be able to swing a room in Vegas.

Next, Let's look at cruise lines. All cruise lines have the same problem. **Each cruise has only a limited number of cabins that are set aside for casino use by the corporate office.** This is based on the ship, sailing date, season and other factors. Comped cabins go quickly, especially on popular sailings. The greater the amount of time till your guest wants to sail, the better the chances of getting a comp.

Carnival Brands play by different rules than everyone else when it comes to casino offers. Carnival brands base their point system on \$2.50 per point. Everyone else uses a \$5 per point system. What does this mean for you and your guest?

All Carnival brand offers will automatically be discounted by at least half, depending upon the sailing. If you guest has a balcony offer on Carnival and they want to try Royal, most likely they will be offered an interior or maybe a discount. Is this the norm, no. However, it does happen

often, especially with popular ships. A Carnival offer of a Balcony, free play, and drinks everywhere might have a better chance of scoring just a balcony on Royal, NCL, Virgin, Etc.

Look at your player's offers. They will give you the broad picture of what you might be looking at when they ask for a cruise or casino trip. We will ALWAYS pre-qualify the guests when they are entered into the CPC system, and we can always make the effort to try and get someone qualified.

However, when your guest is a \$200 ADT and they are asking for a 12-night Caribbean cruise on Celebrity, you know chances are slim to none. Might be best to steer that guest towards something a bit more reasonable.

REMEMBER, most guests DO NOT understand this stuff. They want to play and have fun. It is our job to understand this and help our customers the very best way we can!

As always, reach out with any questions. Don't guess or make things up. There is always help available!