



Las Vegas Room Check Policy Frequently Asked Questions

Q: What is the room check policy at your Las Vegas properties?

A: For safety and security, hotel team members will periodically enter guest rooms that have not been serviced or accessed by a team member for over 24 hours. This includes rooms occupied by guests who have opted out of housekeeping services and/or displayed a “room occupied” sign on their door.

Q: What will team members do during these room checks?

A: Hotel team members will perform a brief visual check of the room(s) and bathroom(s). Room checks generally take a short amount of time. The check is not invasive and team members will not handle guest belongings.

Q: Why do you not provide “do not disturb” signs anymore?

A: Like many other hotel companies, Caesars Entertainment is replacing “do not disturb” signs with “room occupied” signs to better communicate our company policy of accessing guest rooms for housekeeping, maintenance, room checks or any other appropriate purpose.

Q: If I place a “room occupied” sign on the door, will the room still be checked?

A: Yes. Although we strive to conduct these checks at a time and in a manner that least inconveniences our guests, our team members may seek to enter even if the “room occupied” sign is displayed to conduct the check in a timely fashion. Team members will always knock and announce their presence and purpose before seeking to enter any room.

Q: Why the change in policy?

A: We have been enhancing our security measures throughout our properties and believe regular access to rooms furthers the safety and security of our guests and team members.

Q: What if I refuse to let hotel team members in my room to conduct the room check?

A: Our team members strive to conduct all hotel services, including the room check, at a time and in a manner that least inconveniences our guests. However, should our team members arrive at an inconvenient time, they will be happy to come at a better time. But continued refusal to follow any of our hotel policies and procedures, including our room check policy, could serve as grounds for eviction from the hotel.

Q: Why was I was offered to opt-out of housekeeping services if the room will still be subject to checks?

A: Our opt out program is intended to save resources expended with daily housekeeping services, and provide savings to guests that participate. But participation in the opt-out program is separate from our room check policy, which has been implemented to enhance the safety and security of our guests and team members.