



Customer FAQs

1. Will the company's Customer Programs continue?

Yes. We believe the continuation of these programs is essential to the success of the company's business.

2. Will deposits and gift certificates still be honored?

Yes. Such a provision is included in our first day motion regarding customer programs.

3. Will prices increase as a result of this filing?

This filing will not affect our prices. Tropicana Entertainment will continue to deliver the same exceptional customer experience.

4. What other customer-related issues are addressed in the First Day Motions?

First Day Motions touch on a large number of issues, including:

- Customer safekeeping and front money
- Amounts owing under player cards, slot clubs or loyalty programs
- Pre-petition wagers on events to take place post-petition, such as pari-mutuel events and tournaments, pre-petition casino chips, tokens, Keno tickets, EZ-Pay, or similar vouchers or tokens existing in the public domain
- Claims of casino guests who suffered immaterial property damage
- Jackpot, progressive jackpot and multi-casino progressive jackpot claims

5. What is Chapter 11?

Chapter 11 refers to the chapter in the U.S. Bankruptcy Code that contains provisions for court-supervised reorganizations of businesses. An organization that files for protection under Chapter 11 is allowed to continue to operate and maintain business that is "in the ordinary course" – or business as usual. The Chapter 11 filing provides the company with time – and protection from its creditors – while it develops a plan to restructure its debt and reorganize its operations.

6. Why exactly does Tropicana Entertainment have to file for Chapter 11 protection?

The unprecedented decision by the New Jersey Casino Control Commission triggered a series of events that Tropicana Entertainment has spent the previous four months addressing. Most notably, Tropicana Atlantic City Casino & Resort is now being run by a conservator, and Tropicana Entertainment has certain financing facilities that it is unable to cure without receiving its licenses to operate the casinos.

7. How many properties are involved in the filing?

There are nine properties listed in the filing: Bayou Caddy's Jubilee Casino, Casino Aztar – Evansville, Horizon Casino Hotel – Vicksburg, Horizon Casino Resort – Lake Tahoe,



MontBleu Resort Casino & Spa, River Palms Resort & Casino, Sheraton Hotel & Belle of Baton Rouge Casino, Tropicana Casino & Resort – Las Vegas, Tropicana Express Hotel & Casino – Laughlin

8. How does the filing affect Tropicana Entertainment?

Tropicana Entertainment is engaged in a planned, ongoing reorganization process; today's voluntary filing for Chapter 11 protection is the next logical step in this process.

- The action allows us to continue operating as normal, while we develop a plan to strengthen our financial position.
- Chapter 11 regularly is used by healthy, fundamentally sound companies to protect enterprise value as they restructure their debt.

9. Is Tropicana Entertainment going to close?

Absolutely not. This is not a closing or a liquidation. It is a process being used by Tropicana Entertainment as a positive agent of change. It is a process through which we can strengthen our capital structure and, thus, our ability to serve our customers. We will emerge from the process healthier and stronger – and with a renewed financial strength.