

GIFT CARD FAQs

Applicable for gift cards issued on or after February 2014.

Where is my Total Rewards gift card accepted?

Your Total Rewards gift card is accepted at participating merchants located at Total Rewards destinations.

Where can I purchase a Total Rewards gift card?

You are able to purchase a Total Rewards gift card at a Total Rewards Center at participating Caesars Entertainment resorts and casinos.

You are also able to purchase a Total Rewards gift card online via your credit card. We accept, Visa, MasterCard, Discover and American Express, and will ship directly to your location.

Please visit www.totalrewards.com/giftcard to purchase a Total Rewards gift card and also to see a full list of participating Caesars Entertainment resorts and Casinos.

How do I check the balance on my Total Rewards gift card?

Please call the number on the back of the card; 1-800-856-6929. This is an automated phone prompt that will ask for your 16 digit card number. You can find this number on the back of the card directly underneath the barcode. It will begin with a "5". Once you enter your 16-digit card number, it will state your balance.

Do I have to activate my Total Rewards gift card?

Your gift card is activated once it is funded. For example, if you purchased your gift card in person at a Total Rewards destination, your card is active since it was funded at the time of purchase. When you order your gift card online, it will arrive already activated.

Do the funds on my gift card expire?

Your gift card does not expire, nor do the funds. However, a monthly maintenance fee of \$3.00 will be deducted from your card balance after 12 months of inactivity.

Are there any fees associated with my Total Rewards gift card?

All fees associated with your card can be viewed on the back of your card and include:

A monthly maintenance fee of \$3.00 will be deducted from your card balance after 12 months of no activity.

A \$5.00 fee (\$20.00 for express shipping) will be assessed to replace a lost or stolen card.

Can I load additional funds to my gift card?

No, the Total Rewards gift card is non-reloadable card. Funds are only able to be loaded at the time of purchase. There is no cash access with your Total Reward gift card and it cannot be used for gaming or gambling purposes.

What do I do if my gift card is lost or stolen?

Retain records of your gift card admin number (located directly underneath your card number) and receipt of purchase in the case your card is stolen or lost. Immediately contact the location of purchase of your Total Rewards gift card to have your card “blocked” so no unauthorized transactions will be allowed or call Customer Service at 1-800-856-6929.

Returns, exchanges or disputes

All returns, exchanges and disputes are subject to the merchant’s return policy. Funds that are credited by the merchant are usually available 3-5 business days after the return is processed. Voided transactions may take longer, sometimes up to 7 business days. We recommend you keep your gift card and the receipt involved with the purchase.