

RESORTS  
Casino · Hotel

A Mohegan Sun  
PROPERTY

**PLAY SAFE.**  
**WORK SAFE.**  
**GUIDELINES FOR**  
**GUESTS AND**  
**TEAM MEMBERS.**



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## TO OUR DEAR GUESTS AND TEAM MEMBERS,

Let me take this opportunity to wish each and every one of you a heartfelt welcome back to Resorts Casino Hotel. It goes without saying that these past few months have been some of the most challenging any of us have ever experienced. For me personally, what was most disheartening was the feeling of emptiness at the property. After all, it's the positive energy of our guests and team members that makes Resorts the one of a kind destination it is.

With that in mind, I'd like to make you aware of an extensive program we've undertaken to ensure that your return to Resorts Casino Hotel is not only a wonderful experience, but a safe one as well. Throughout the following pages, you'll find specific measures designed in collaboration with our leadership team, local and state officials, and health care experts.

You'll see that our sterilization and cleaning procedures are the most advanced of any industry in the state. They include technology that destroys airborne virus particles as well as those on surfaces. And our entire property has been deep cleaned in preparation for opening.

Our Resorts team members will participate in an extensive training program to ensure they follow CDC and industry-wide health and safety guidelines. We do this for the well-being of team members and guests alike. But don't worry. Though you might not see their smiling faces through their masks, this is still the same wonderfully warm team guests have come to know as the best on the boardwalk.

Finally, you'll notice some changes in our public areas and guest rooms. Easy to follow signs will help guide guests through our new operating procedures. Social distancing will be promoted in all public spaces. You will also see team members and guests wearing masks.

You'll find many more detailed procedures in the following guidelines. I hope they provide you with a sense of assurance that Resorts Casino Hotel remains as much your special place on the boardwalk as it has always been.

Sincerely,



Mark Giannantonio  
President & CEO





## GUEST AND TEAM MEMBER SAFETY

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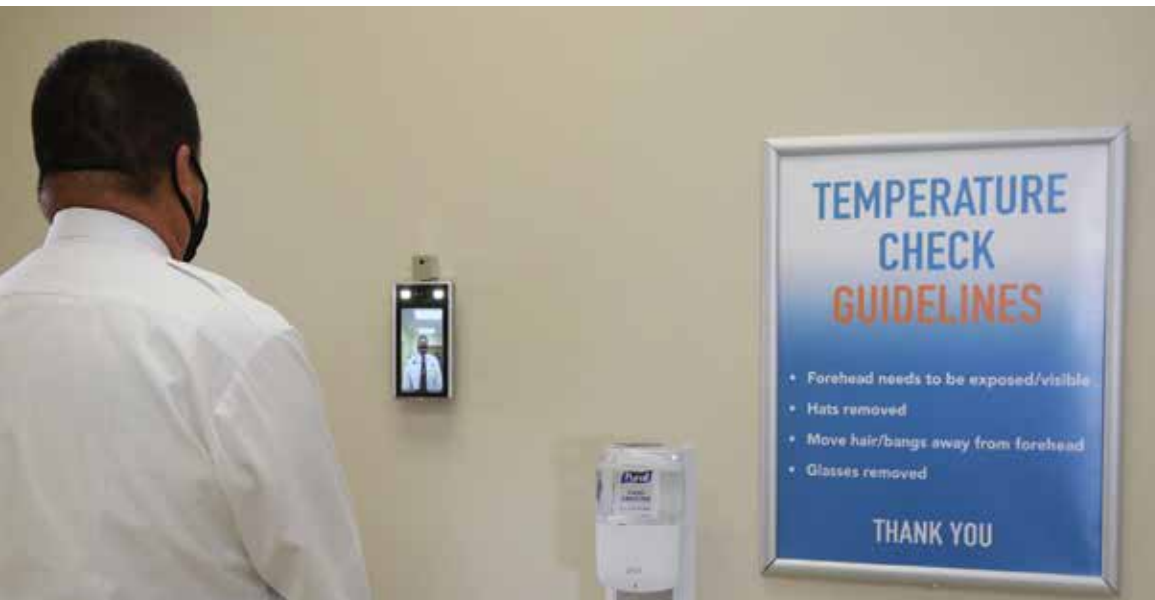
# GUEST AND TEAM MEMBER SAFETY



## TEMPERATURE AND SYMPTOM AWARENESS

A simple, non-invasive temperature check and health screening will be performed on all guests & team members as they enter the property, and protocols are in place to monitor symptoms.

- Any person with a temperature reading higher than 100.4 degrees will be re-tested to confirm
- If the reading is still high, guests & team members will be asked to return when they feel healthy and will be reminded to follow up with their health care provider
- In addition, all guests & team members must answer a health survey prior to entry
- If a guest is seen exhibiting COVID-19 symptoms while at Resorts Casino Hotel, team members will follow the appropriate actions, including asking the guest to return when they feel healthy





### PHYSICAL DISTANCING

A number of measures will be in place to ensure a safe social distance throughout Resorts Casino Hotel.

- Mandated reduced occupancy on the casino floor
- Every other slot machine will be available for play
- Seating at table games will be arranged to allow for safe distances between players
- Dealers at games without seating will help guests maintain safe distancing
- Markers and signage will remind guests to maintain a six-foot distance throughout the property, especially in areas where lines are common
- Restaurants and bars will seat guests to ensure social distancing and limit capacity
- Plexiglass will be placed at all transactional locations including table games
- Every other Player's Club Kiosk will be available for use and distancing floor markers will be used to remind guests to social distance
- Signs on elevators will encourage guests and team members to practice physical distancing, including a recommended limit of four riders per car
- Every other sink and urinal in all restrooms will be available for use





## SANITIZING AND HAND WASHING

Sanitizing stations and reminders will make it easy for guests and team members to keep their hands and common areas clean.

- Hand sanitizer stations will be easily accessible throughout the entire property
- All table games will have hand sanitizer available for use during play
- Packaged hand wipes will be distributed by team members including the promotions booth, front desk, cage, restaurants, and on the casino floor
- Disinfecting wipes will be located throughout the gaming floor, hotel lobby, and main entrances
- Signs throughout the property will remind guests and team members to use the disinfecting stations and to wash their hands on a regular basis





### FACE MASKS

All team members and guests will be required to wear masks when they are on the property.

- It is mandatory for guests and team members to wear face masks and signage will remind guests of the policy
- Reusable masks will be available for purchase and disposable masks will be available for no charge at the property entrances
- After returning from smoking, guests will be asked to use hand sanitizer







## ADDITIONAL CLEANING AND DISINFECTING MEASURES

In addition to measures taken by guests and other team members, our dedicated GoClean team will be increasing cleaning and disinfecting measures throughout the property.

- SERVPRO, a professional cleaning company, has disinfected and sanitized the casino with their patented electrostatic spraying process
- UV-C sterilization technology has been installed on all escalators to regularly eliminate bacteria and viruses on handrails
- Ultraviolet light technology that is used in the health care industry is being used to clean and disinfect hotel rooms, restrooms, offices, and convention space
- The frequency of cleaning and disinfecting in all areas will be increased. This includes, but is not limited to, all gaming areas, public seating areas, restrooms, and other high-touch surfaces
- All team members will be issued cleaning and disinfecting products for regular cleaning of their work areas
- Nanoseptic self-cleaning buttons have been installed on all elevators
- All air handlers and duct work throughout the complex have been completely fogged with disinfectant

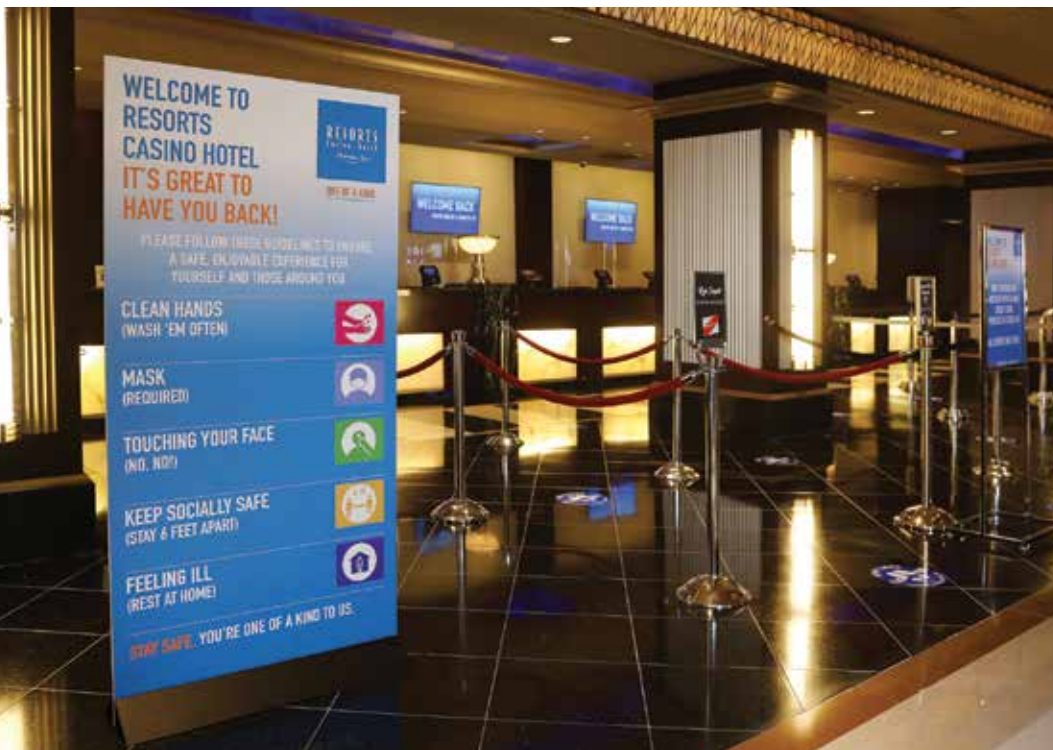




## AIR QUALITY IMPROVEMENTS

Circulating clean air will be achieved by installing state-of-the-art technology to purify and kill bacteria and viruses.

- Fresh-Aire UV technology has been installed in the air handlers to kill bacteria and viruses in the air
- The installation of the AtmosAir Purification System will regularly purify and disinfect the air flowing into the property by destroying any harmful particles in the air and on surfaces



### TEAM MEMBER TRAINING

Our team members are all committed to keeping Resorts Casino Hotel a fun and safe place for you to play. We have been undergoing rigorous safety training and have made it a top priority to stay up to date on changing protocols.

- All team members will attend training sessions that will be run by South Jersey Health System Atlantic Care
- Training includes a video on personal safety measures to keep themselves and our guests healthy
- Detailed information about cleaning and disinfecting initiatives will be provided
- The same health and safety procedures, including cleaning and physical distancing, will be followed in back-of-house areas
- A *Play Safe Work Safe* committee has been designated to continually monitor the team member health and safety protocols



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# OPERATIONAL MEASURES



## GAMING

- Team members will offer guests wipes or sanitizer when they begin play
- Every other slot machine in a row will be disabled
- All team member workstations will be disinfected at least every four hours
- Roulette ball will be replaced and disinfected with every dealer change
- Every physical touch point on all games will be disinfected at every dealer change
- Dice will be sanitized for each new shooter
- Playing card/tile changes:
  - Blackjack will be changed daily
  - Novelty games will be changed every four hours
  - Mini-Baccarat is a one-time use card game
  - Pai Gow Tiles will be cleaned and disinfected every four hours
- No physical tapping out will happen at dealer change
- Hand sanitizer will be provided on all tables
- Guests are encouraged to sanitize hands upon entering or exiting table game play





## TRANSPORTATION AND ARRIVAL

- Valet will be closed but guests will be able to drop off their luggage at the hotel port before self-parking
- Doormen will not be opening car doors during arrival or departure
- Transportation Center seating will be spaced to ensure social distancing
- Limos will be disinfected after each run
- All push-button operating doors will be placed in the hold open setting and signs will direct guests toward open doors
- All scooters and wheelchairs will be disinfected after each use





## HOTEL

- All guests and team members will be asked to follow physical distancing measures throughout the hotel towers
- Every other check-in station will be available and plexi shields are in place
- Mobile check-in and check-out is available
- Hotel keys will be disinfected before check-in
- Guests will also be provided with additional sanitizer wipes to disinfect hotel keys after each use
- Bell carts will be disinfected after each use
- Guests may decline housekeeping service by placing a "Room Occupied" sign on the outside of the hotel room door
- Room Attendants will not clean nor disinfect an occupied room while the guest is present in the room
- Additional pillows and blankets will be removed
- Coffee makers will be removed from rooms
- Guests can request coffee makers, which will be sterilized upon return
- Remotes will be placed in a disposable sleeve
- Glasses will be replaced with disposable cups wrapped in plastic
- Thorough room disinfecting measures will take place between guests, including fogging where necessary
- Ice machines will not be available until further notice



## OPERATIONAL MEASURES

### FOOD AND BEVERAGE

- Outdoor and indoor restaurants and bars will reduce seating to allow for physical distancing during dining
- Food and beverage may only be consumed while sitting at a restaurant table or bar
- Seating is limited to a maximum of 8 customers per table. All patrons must wear a face mask while inside the restaurant until their food or drinks have arrived. After finishing consuming their food and drinks, they must put their face coverings back on. To-go beverages will be available at select locations
- Menus will be disposable for one-time use
- Point-of-sale devices will be disinfected on a regular basis
- Condiments will be served in single-use containers
- Check presenters will be disinfected after each use
- Tables will not be set until guests arrive
- Casino floor beverages will be served to patrons sitting at a table game or slot machine only.







## SMOKING

- Smoking will not be permitted on the casino floor, per Governor's orders.



## ENTERTAINMENT AND LARGE EVENTS

- For the time being, we will not be hosting any events in our entertainment venues
- We will be following the current max gathering numbers set forth by the CDC and will not host any large events that are not in compliance

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