



Horseshoe & Harrah's Casino – Bossier City
Reopen Competitive Analysis Report
May 30, 2020: 12:00pm – 2:00pm

Casino Re-Opening Summaries:

The following details outline our recent visit to Horseshoe & Harrah's Casinos (Bossier City) regarding the re-opening of their casinos which took place May 30, 2020. Both Caesar's properties reopen date was May 18, 2020. Areas of observation include main entrance procedures, gaming floor activity, hotel policies and food & beverage standards. *Approximate competitive shop between the hours of 12:00pm – 2:00pm.*

Key Highlights:

Gaming Offers & Promotions

- Inquired with employees about current promotions for both properties and was informed about their "Return Rewards" promotion in which guests receive 5x Tier Credits and comps every day. *(See scans below)*
- In addition, Harrah's offered their Fuddruckers Friday and Saturday promotion in which guests who earn 100 Tier Credits receive a voucher for burger, fries, and drink. *(See scan below)*
- No current new member sign-up promotion available.

On-Site Observations & Recommendations

- **Solid game plan** by Horseshoe and Harrah's in rewarding their VIP Seven Stars and Diamond level guests with designated VIP lines across all outlets. Casinos need to yield the floor correctly for their best players and compared to previous Harrah's Southern California reopening review, both properties did an excellent job of making sure there is a distinction between their VIP guests. Every guest deserves great service while VIP guests deserve exceptional service.
- **Health and safety** guidelines for Horseshoe and Harrah's were excellent across both properties with plenty of hand sanitizer stations along with Horseshoe offering hand sanitizer at each table game. In addition, great job by cleaning staff with respect to wiping down slot machines. Horseshoe was much busier than Harrah's, as it normally is, and thus had to keep up with demand throughout the night while Harrah's staff was not as overworked.

Key Highlights cont.:

- Arrival:

- o Page 5 - 6 and 14 - 16, thermal scanners used to check guests' temperatures. Process was quick and easy for both the employees and the guests as they entered compared to other scanners we have witnessed which can take longer and thus create lines on a busy night.
- o Excellent job by both properties in offering holding areas for their VIP guests as opposed to regular patrons to again showcase the added benefits of having these higher tier levels.

- Health & Safety:

- o Pages 24 – 39, highlights all the various signage and health/safety guidelines which Horseshoe and Harrah's have implemented. Excellent job of placing these signs throughout the property along with plenty of social distancing stickers through the casino floor and various outlets.

- Slot Area:

- o Pages 40 - 49, slot machine banks had every other machine disabled and the chairs removed. Zero plexiglass installed for any slot bank across both properties.

- Table Games:

- o Page 53 - 59, table games only available at Horseshoe with no games allowed between 1:00am – 9:00am. No plexiglass installed with employees wearing masks and no gloves. In addition, guests were allowed to touch cards and set their chips.

- Food and Beverage:

- o Page 84 shows Seven Stars and Diamond VIP line for guests compared to the regular line for all other patrons. Great job of offering this VIP treatment for their top-level players.

- General Property:

- o Page 36 - 37, shows a public restroom where all the sinks and urinals available. We have seen other properties close off every other one to allow for social distancing.
- o Pages 72 shows both ATM's and kiosk practicing the social distancing policy by having every other machine turned off.
- o Page 57 – 58, shows two employees wearing masks, however, they are not consistent in type or color. We have seen other properties provide their employees with standard sometimes logoed masks for uniformity and a more professional image. We have talked to many guests at the properties we have visited about the requirement for guests to wear masks and the feedback is quite negative. Many guests complain that the mask is uncomfortable and difficult to breathe while on. Many also said they were reducing their play time because of them. While both properties did not require masks, this is a focal point we have heard from casinos which are debating whether to enforce masks or not.

Horseshoe Casino Re-Opening Summaries:

Horseshoe Entrance Observations:



Outside property shot of Horseshoe Casino.

Horseshoe Entrance Procedures:



Valet closed signage out front directing guests to use parking garage.

Horseshoe Entrance Procedures:



Thermal scanners at main casino entrance.

*Note: No scanners used for the hotel portion public areas.

Horseshoe Entrance Procedures:



Employee mentioned that this thermal scanner detects guests' temperatures as they walk through. Very quick process without really slowing down the flow of guests entering.

*Note: Nice product to detect temperatures without slowing down patrons which we have seen cause issues on busy nights having to scan each guest individually thus making the process long.

Horseshoe Entrance Procedures:



VIP Diamond and Seven Stars holding area at entrance.

*Note: Excellent job of having a dedicated VIP area for high-end guests to enter if line becomes long.

Horseshoe Entrance Procedures:



Holding area for all other guests with social distancing stickers on ground.

Horseshoe Entrance Procedures:



As mentioned, no thermal scanner for hotel and public areas. Employee at Bell Desk wearing a mask.

Horseshoe Entrance Procedures:



Social distancing signage in elevator with a maximum of (4) people allowed.

*Note: No employee pressing call buttons or wiping down levels as we have seen from other properties.

Horseshoe Entrance Procedures:



Large limit (4) people per elevator per social distancing signage outside elevators.

Horseshoe VIP Services:



VIP check-in closed with signage on express check-out box.



Large VIP lounge closed signage outside glass entrance.

Horseshoe Hotel:



No plexiglass installed across hotel front desk.

Horseshoe Hotel:



Employee wiping down hotel counters. Hand sanitizer stations available; however, no plexiglass as noted above.

Horseshoe Health & Safety Features:



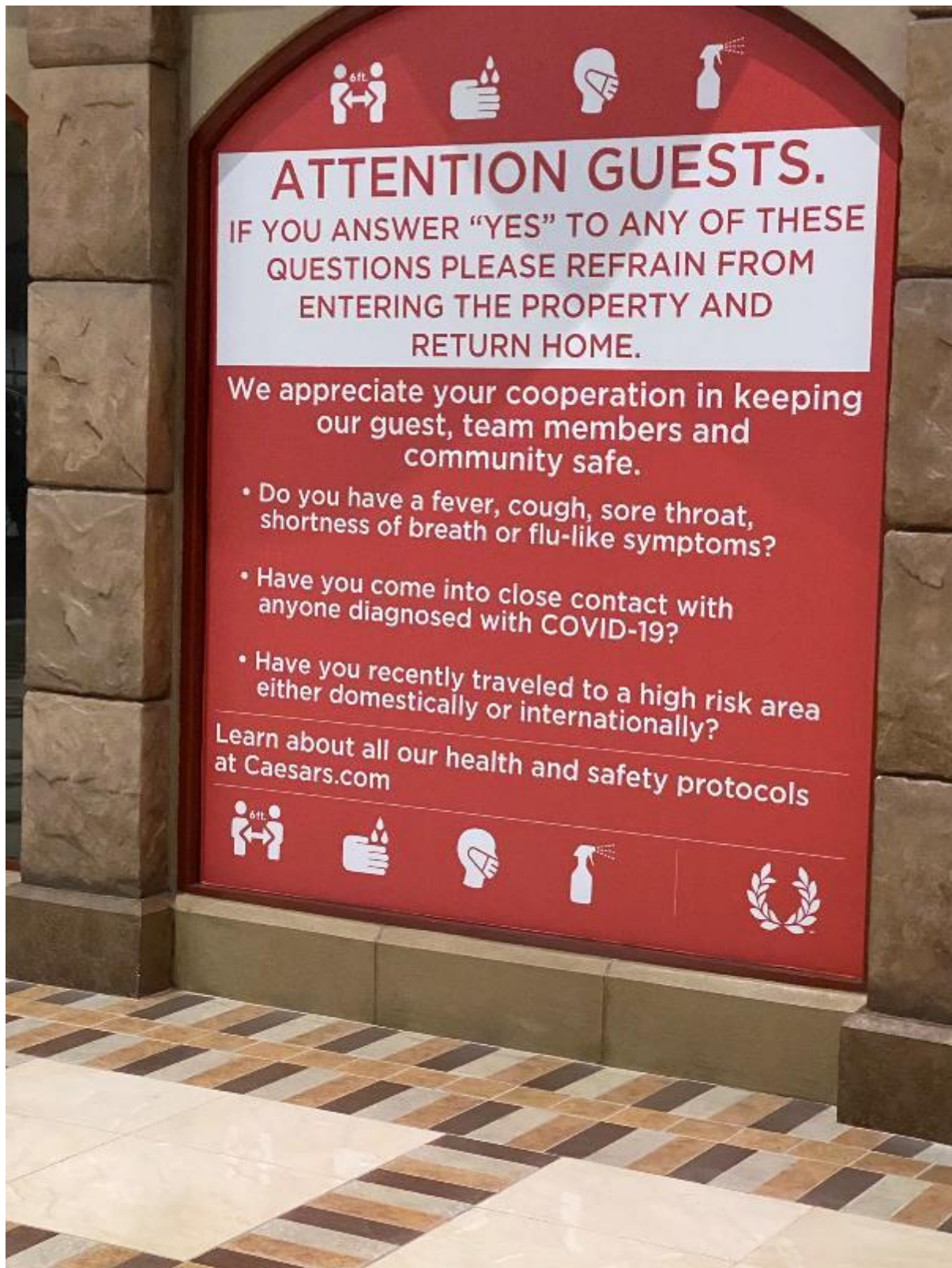
Safety questions for guests to answer regarding health and safety.

*Note: Excellent amount of hand sanitizer stations throughout the property. Cleanliness is a high priority for Horseshoe.

Horseshoe Health & Safety Features:



Safety questions for guests to answer regarding health and safety.



Safety questions for guests to answer prior to entering.

Horseshoe Health & Safety Features:



Health and safety guidelines signage.

Horseshoe Health & Safety Features:



Bathroom health and safety signage above sink.

*Note: All sinks and urinals open with no social distancing practices.

Horseshoe Health & Safety Features:



Hand sanitizer outside elevators on casino floor.



Employee wiping down slot machines.

*Note: Excellent safety standards in place with numerous employees wiping machines down.

Horseshoe Health & Safety Features:



Hand sanitizer located next to bank of machines.

Horseshoe Gaming Floor – Slots:



Every other machine turned off with chairs removed.

*Note: Zero plexiglass installed on any slots across the property.

Horseshoe Gaming Floor – Slots:



Slot bank with the middle slot machine out-of-service.

Horseshoe Gaming Floor – Slots:



Two slot machines with one out-of-service and chair removed.

Horseshoe Gaming Floor – Slots:



Slot banks with ever other machine out-of-service for social distancing practices.

Horseshoe Gaming Floor- Slots:



Regardless of bank configuration, every other machine turned off with chairs removed.

Horseshoe Gaming Floor – Slots:



Middle machine out-of-service with chair removed.

Horseshoe Gaming Floor – Craps:



Craps table with social distancing notes between spaces on table.

*Note: Unprofessional signage to have tape and handwritten paper indicating that the space is not available based on social distancing.

Horseshoe Gaming Floor – Tables:

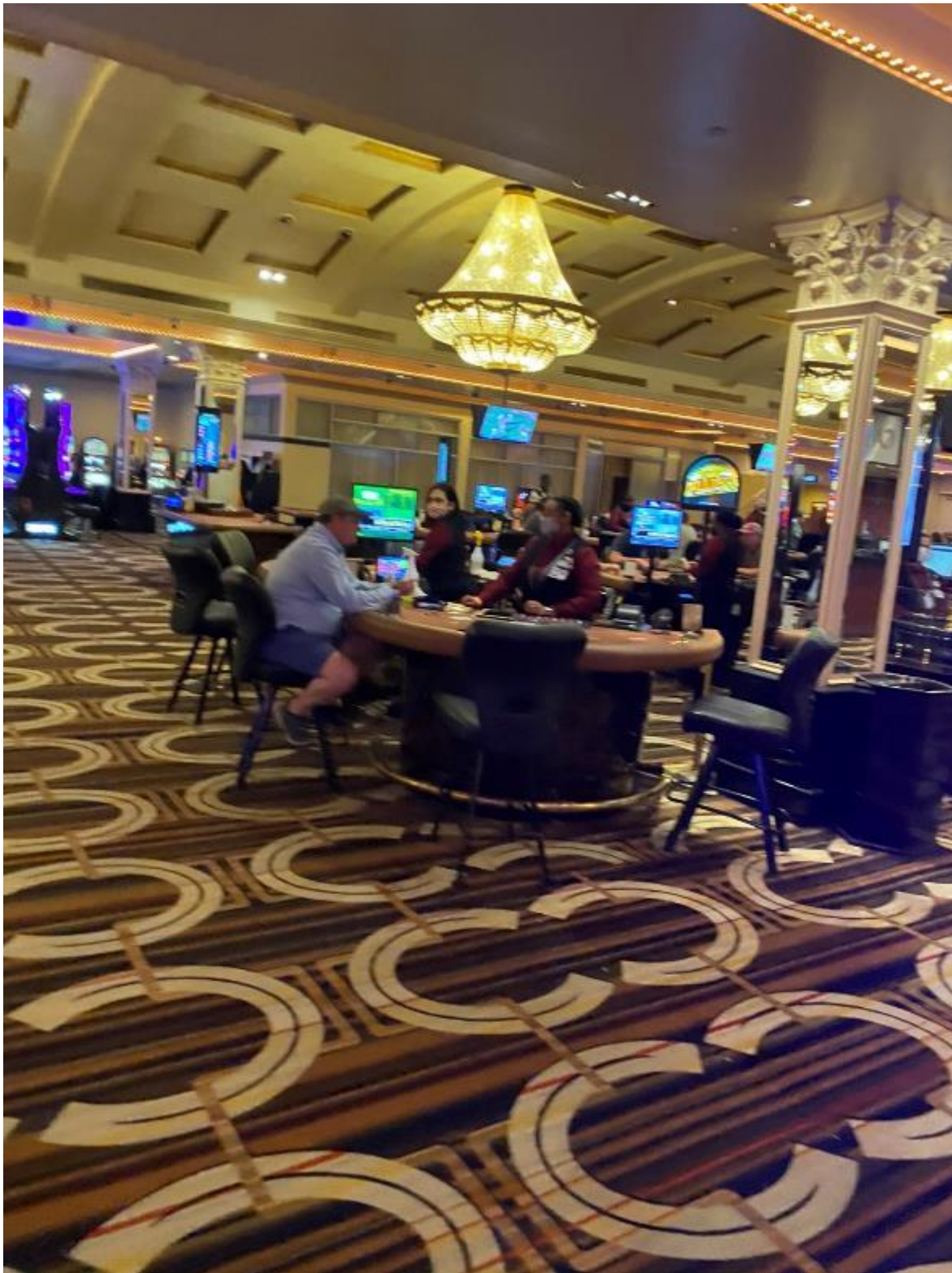


Large signage that table games will not be available for guests to participate in from 1:00am – 9:00am Monday – Thursday.



Large signage that table games will not be available for guests to participate in from 1:00am – 9:00am Monday – Thursday on casino floor.

Horseshoe Casino Floor – Table Games:



Three guest maximum on table games with employees wearing masks and no plexiglass installed.

*Note: Guests are allowed to touch cards as well as chips on table games.

Horseshoe Casino Floor – Table Games:



High-limit table games area with no live games.

Horseshoe Casino Floor – Table Games:



Sanitizer available at all table games.

*Note: Great touch to have this safety feature as this is a major concern we hear from guests who believe that table games can be the most susceptible to virus exposure.

Horseshoe Casino Floor – Table Games:



Maximum capacity signage on blackjack table of (3) guests.

Horseshoe Casino Floor – Table Games:



Busy casino floor with table games having high minimums throughout the night as a result.

Horseshoe Casino Floor – Table Games:



Table games dealer with mask and no gloves.

*Note: Employees wearing all types of masks with no uniformity compared to other properties which have employees wearing the same masks.

Horseshoe Casino Floor – Roulette:



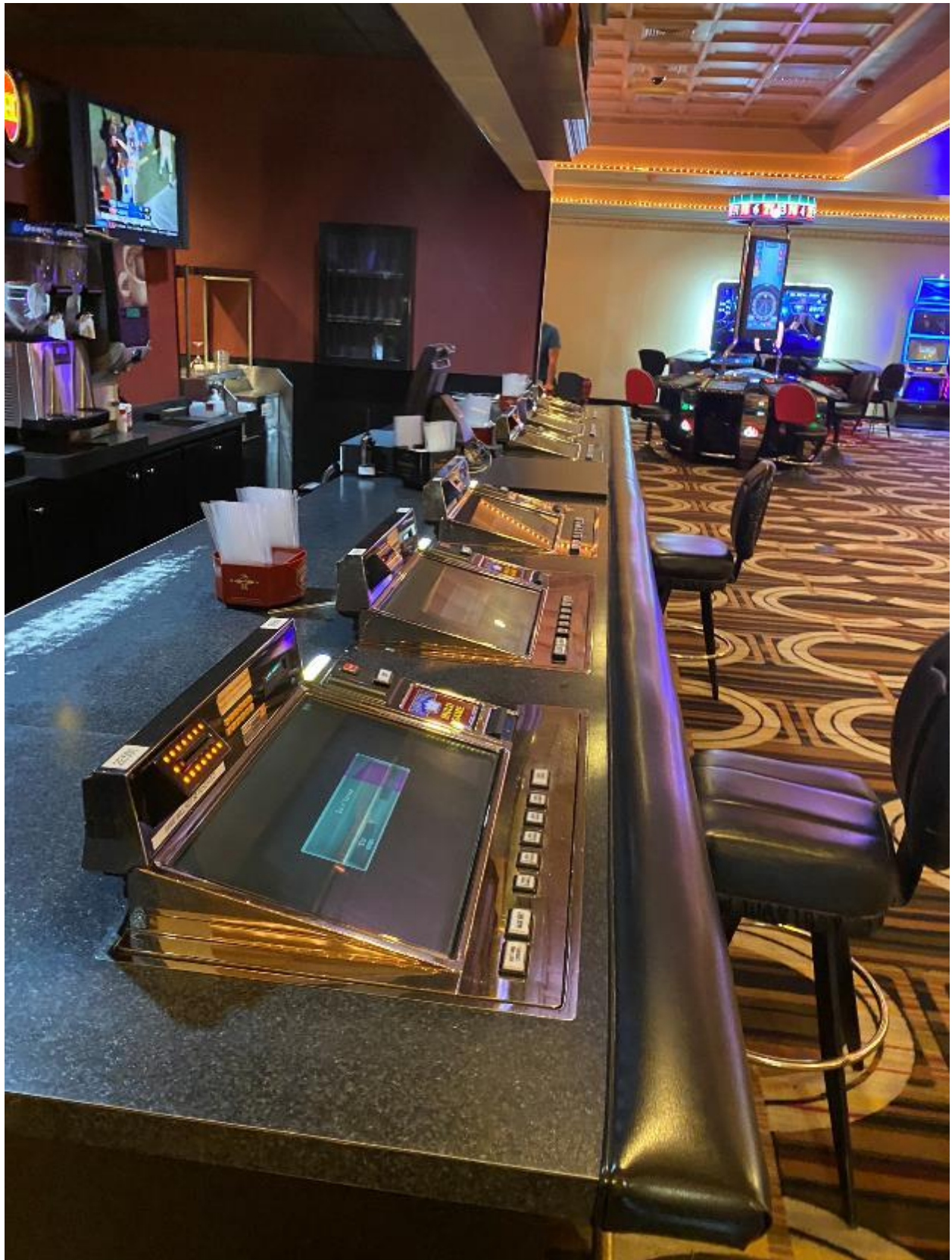
Tape and player position stickers on roulette table indicating where players can stand.

Horseshoe Bar Top Machines:



Bar closed with machines out-of-service.

Horseshoe Bar Top Machines:



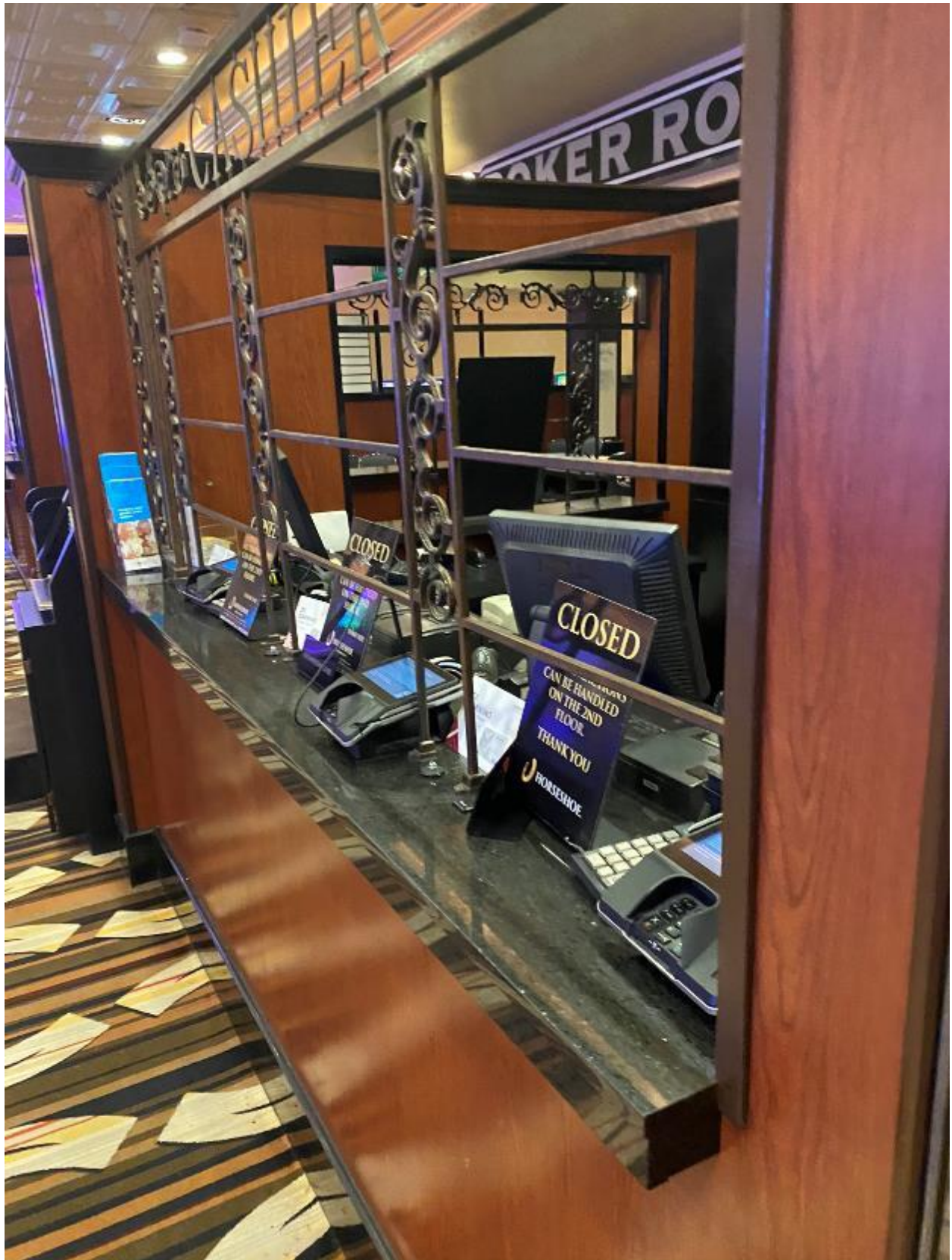
Bar closed with machines out-of-service.

Horseshoe Poker Room:



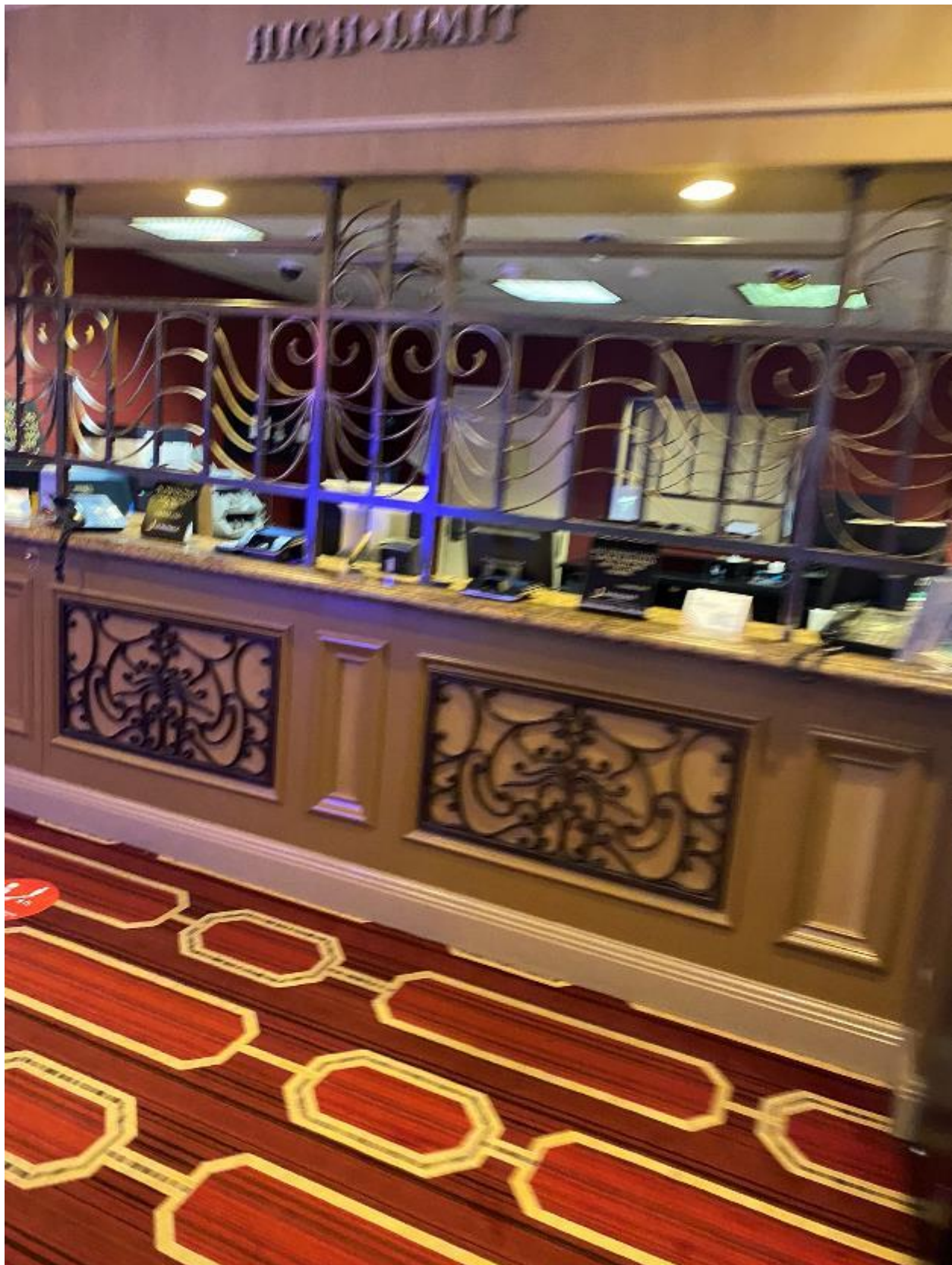
Poker room closed with no reopen date mentioned.

Horseshoe Cashier:



Cage closed with signage at each station. No plexiglass across entire desk.

Horseshoe High-Limit Cage:



High-Limit cage closed with signage at each station. No plexiglass across entire desk

Horseshoe Rewards Center:



Rewards center with social distancing stickers on ground with employees wearing mask and no plexiglass installed.

Horseshoe Promotions & Events Center:



Promotions and events center closed with no signage at each station. No plexiglass installed with no stanchions either.

Horseshoe Casino Services:



Desk closed with signage.

Horseshoe Kiosks:



Out-of-service kiosk for social distancing purposes.

Horseshoe Kiosks:



Bank of (4) kiosk with only one kiosk available for guests to use.

Horseshoe Kiosks:



Safety signage along with kiosks turned off per social distancing practices.

Horseshoe ATM Machines:



ATM's turned off per social distancing practices.

Horseshoe ATM Machines:



ATM's turned off per social distancing practices.

Horseshoe Pool:



Pool open with rules and hotel guests only signage.

Horseshoe Food & Beverage:

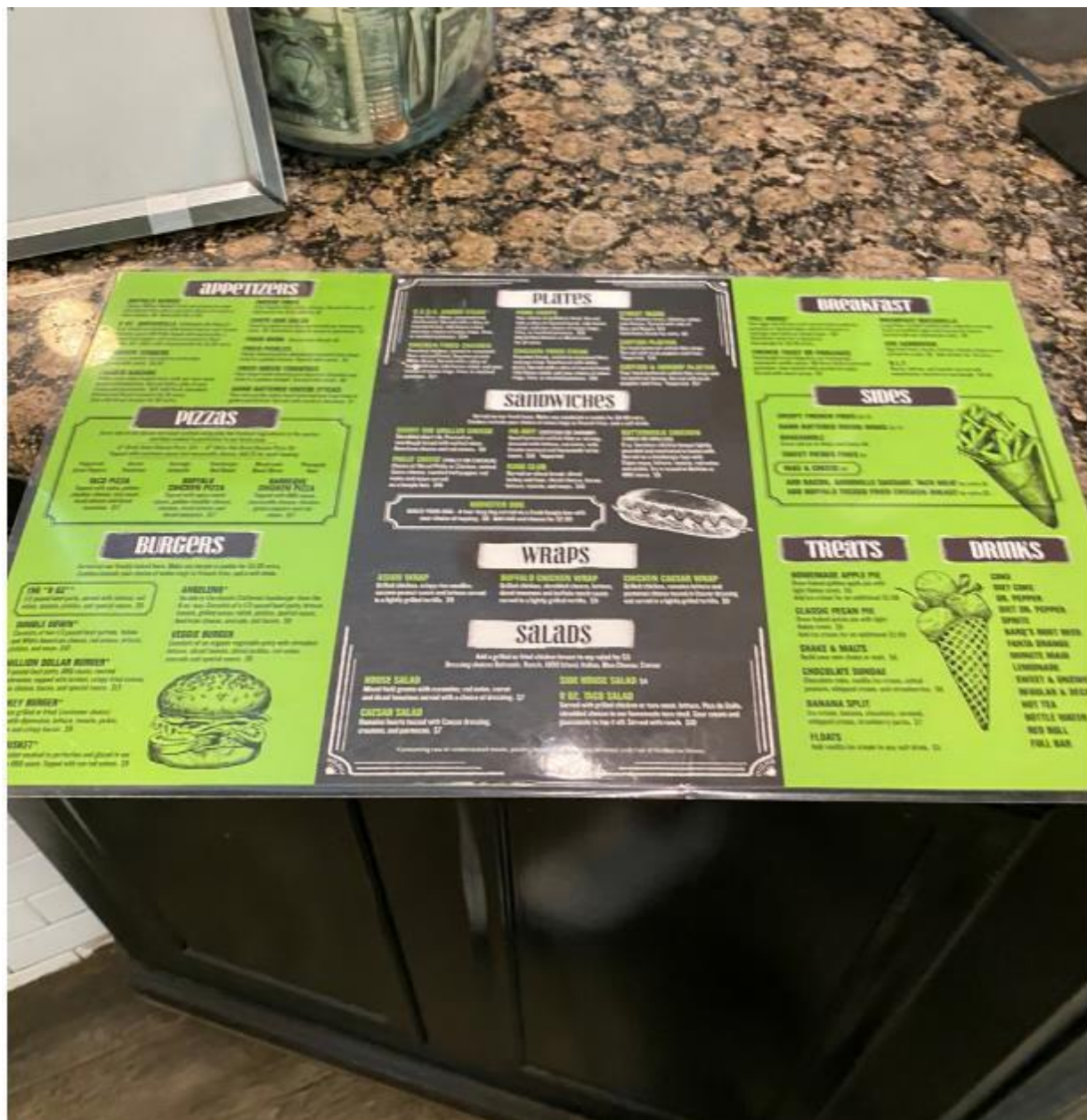


No plexiglass installed along with social distancing stickers on floor.



No plexiglass installed for restaurant counter.

Horseshoe Food & Beverage:



Regular laminated menu at Horseshoe restaurant.

*Note: We have mainly seen paper one-use menus.

Horseshoe Food & Beverage:



Chairs and tables removed per social distancing guidelines.

Horseshoe Will Call Center:



Will call center closed with social distancing stickers on floor.

Horseshoe Food & Beverage:



Buffet currently closed for employees only. No plexiglass installed.

Horseshoe Food & Beverage:



Employee area offered in the buffet which is closed for this reason with large signage.

Horseshoe Food & Beverage:



Buffet closed with curtains to help provide privacy for employees inside.

Horseshoe Retail Store:



Retail store closed with hours open till 10:00pm on Friday and Saturdays.

Horseshoe Candy Outlet:



Only one guest allowed inside candy store.

Horseshoe Candy Outlet:



Plexiglass installed for candy store.

*Note: Very little plexiglass found across entire property.

Horseshoe Gift Shop:



No sign out front stating a limited number of guests allowed.

Harrah's Casino Re-Opening Summaries:

Harrah's Entrance Observations:



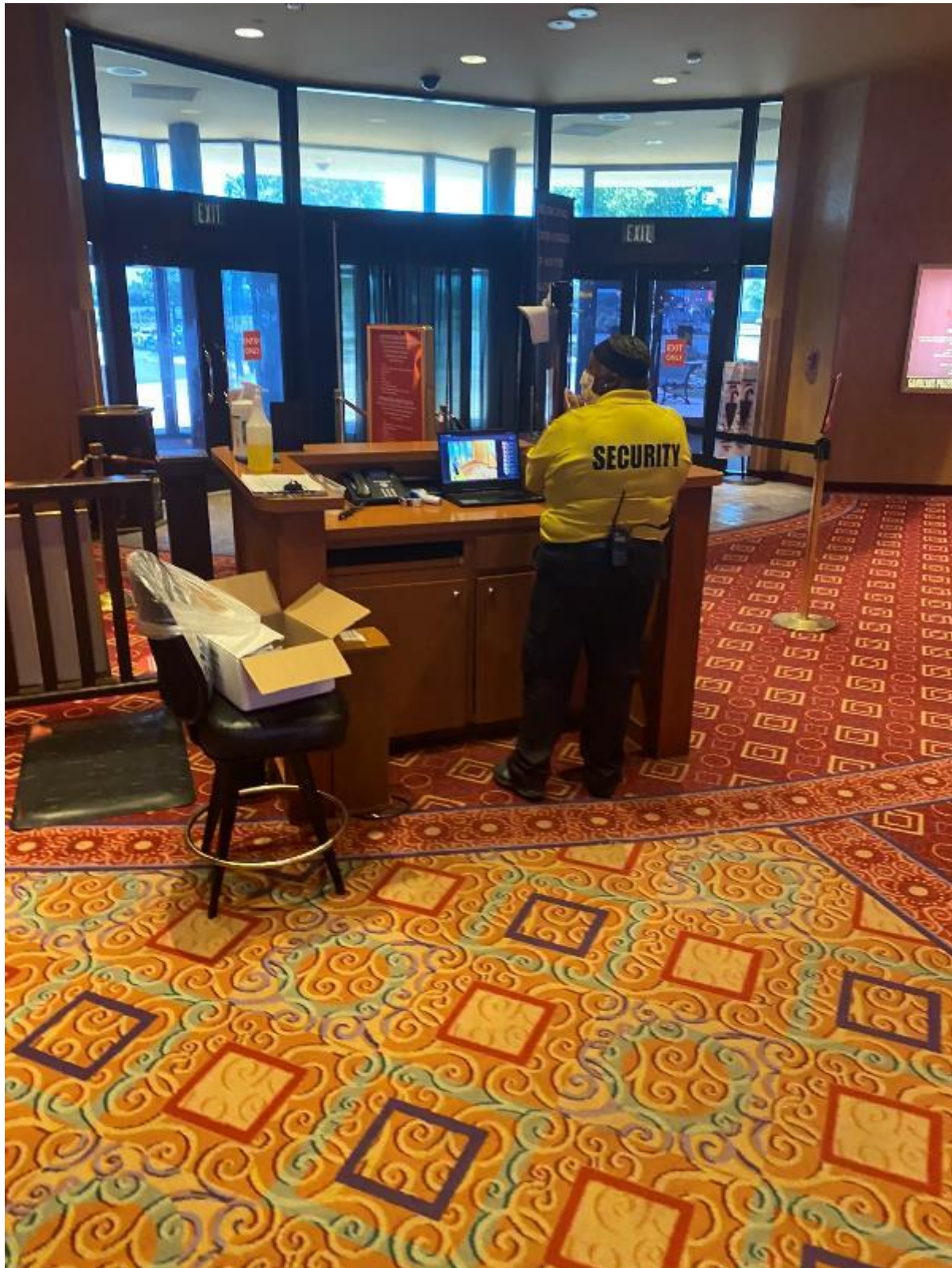
Entrance to parking lot at Harrah's casino with portion of the fencing knocked down.

Harrah's Entrance Observations:



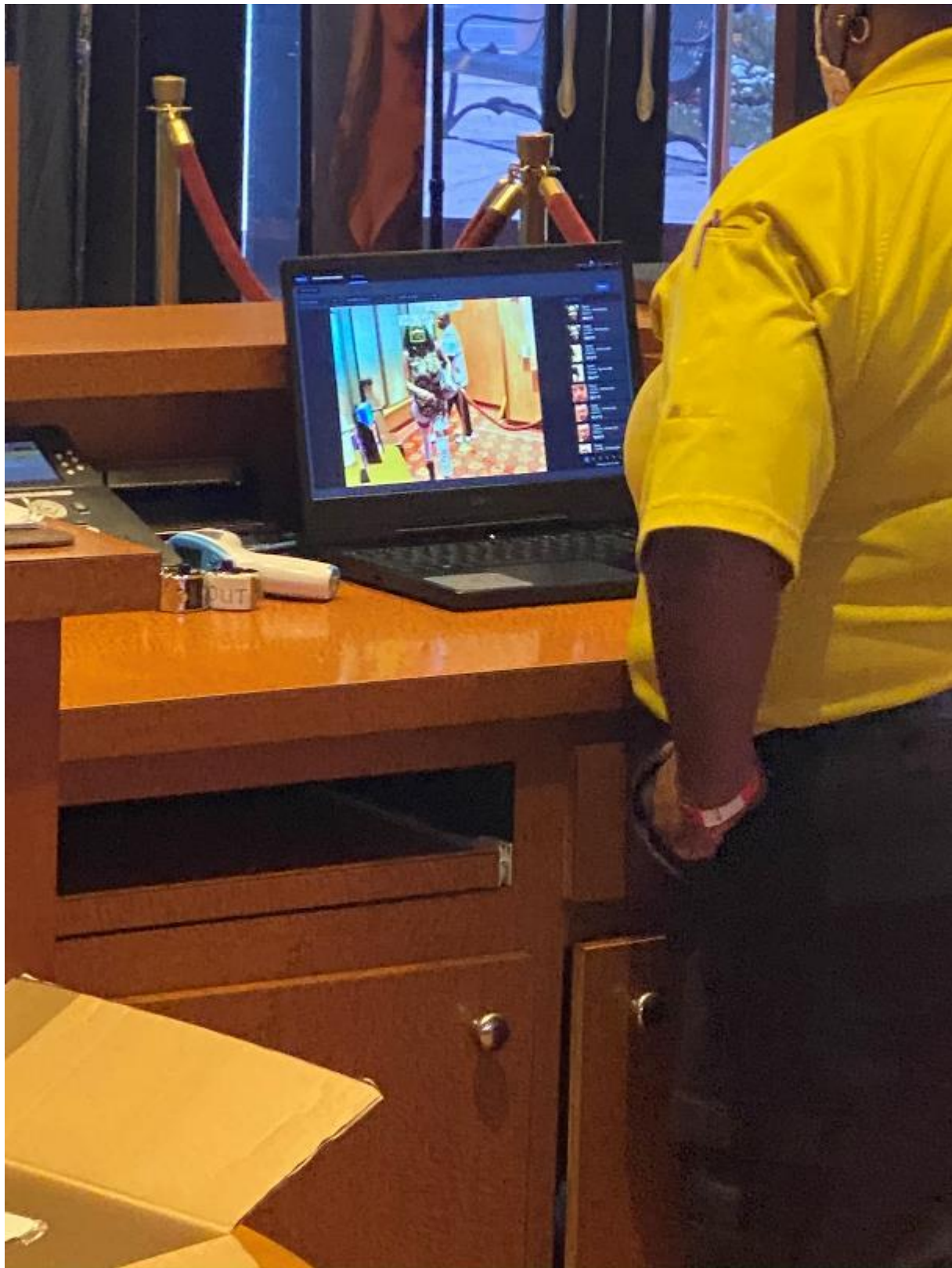
Social distancing 6ft. sticker located outside casino doors.

Harrah's Entrance Observations:



Security guard at entrance with thermal scanner to check guest's temperatures prior to entering.

Harrah's Entrance Observations:



Laptop showing guest's temperature which takes a headshot of the guest and displays temperature.

A photograph of a holding area at Harrah's. A red sign on a black stanchion reads "DIAMOND, SEVEN STARS HOLDING AREA" and "THANKS FOR PRACTICING SOCIAL DISTANCING". The background shows a casino floor with various signs like "HORSESHOE", "SIDE RAIL", and "FRESH BAKED BREAD".

*Note: Excellent job of having a dedicated VIP area for high-end guests to enter if line becomes long.

Harrah's Entrance Observations:



Holding area for all other guests with social distancing stickers.

Harrah's Entrance Procedures:



Closed valet signage in empty valet outlet.

Harrah's Health & Safety Features:



Health and safety guidelines signage next to player's club.

Harrah's Food & Safety Features:



Dine and play health and safety protocols signage on reader board.

Harrah's Health & Safety Features:



Hand sanitizer station.

Harrah's Health & Safety Features:



Employee wiping down slot machines with mask and gloves on.

Harrah's Health & Safety Features:



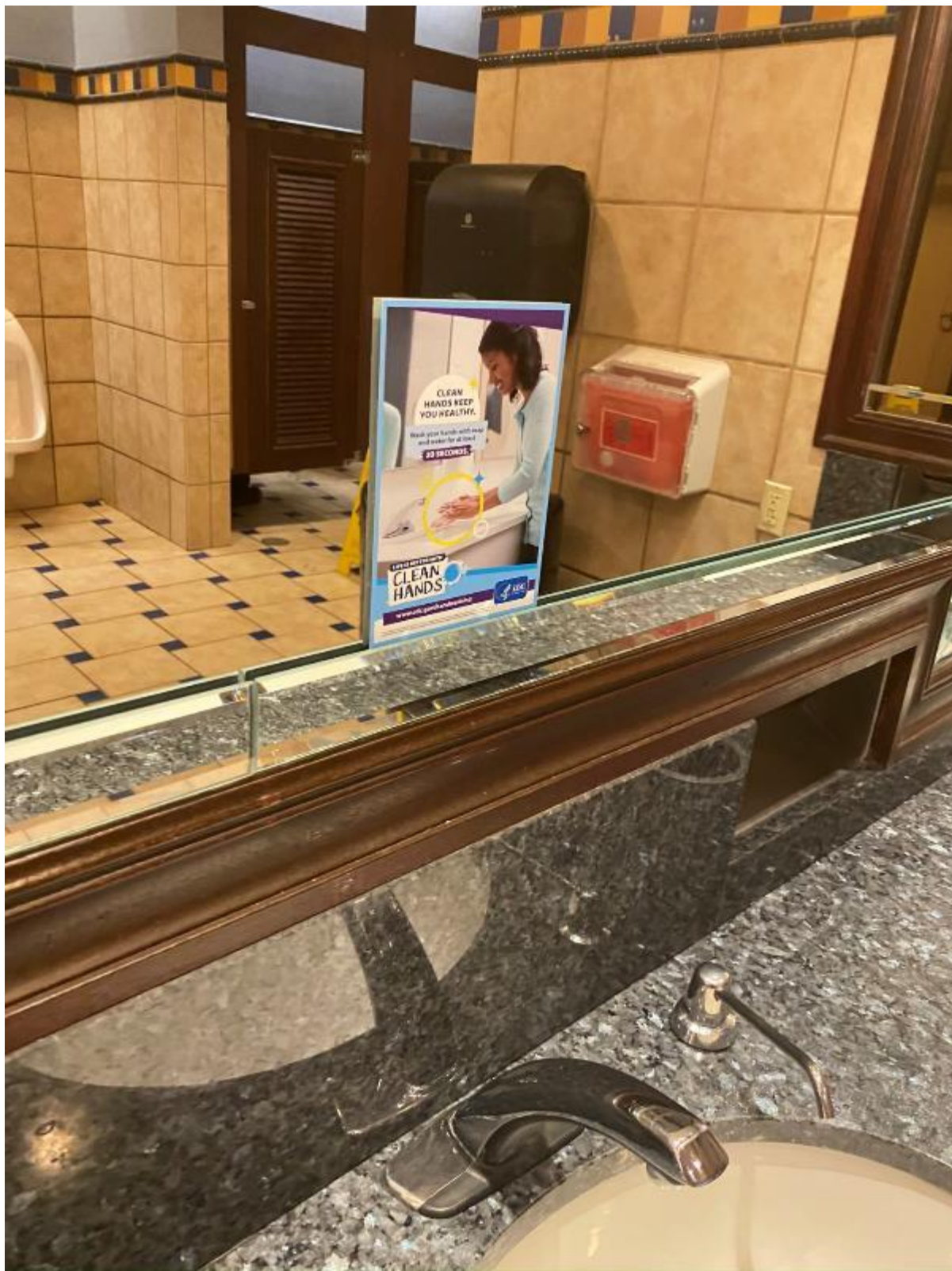
Urinals with partitions between each urinal and none turned off for social distancing practices.

Harrah's Health & Safety Features:



Every sink on with no social distancing practices.

Harrah's Health & Safety Features:



Bathroom health and safety signage above sink.

*Note: All sinks and urinals open with no social distancing practices.

Harrah's Health & Safety Features:



Cleaning cart on casino floor with a "Did we earn your 10 today" signage on the side of cart.

Harrah's Rewards Club:



Signage indicating that video and audio recording takes place at this property.

Harrah's Rewards Club:



No plexiglass installed across rewards club with employee wearing mask.

Harrah's Rewards Club:



Designated VIP line for Seven Stars and Diamond guests.

*Note: Excellent job making sure that these VIP lines are available for the high-end guests compared to other Harrah's properties we have seen where everyone stands in the same line and is treated the exact same.

Harrah's Kiosk:



kiosks turned off per social distancing practices.

Harrah's ATM Machines:



Single ATM available after entering casino floor.

Harrah's Food & Beverage:

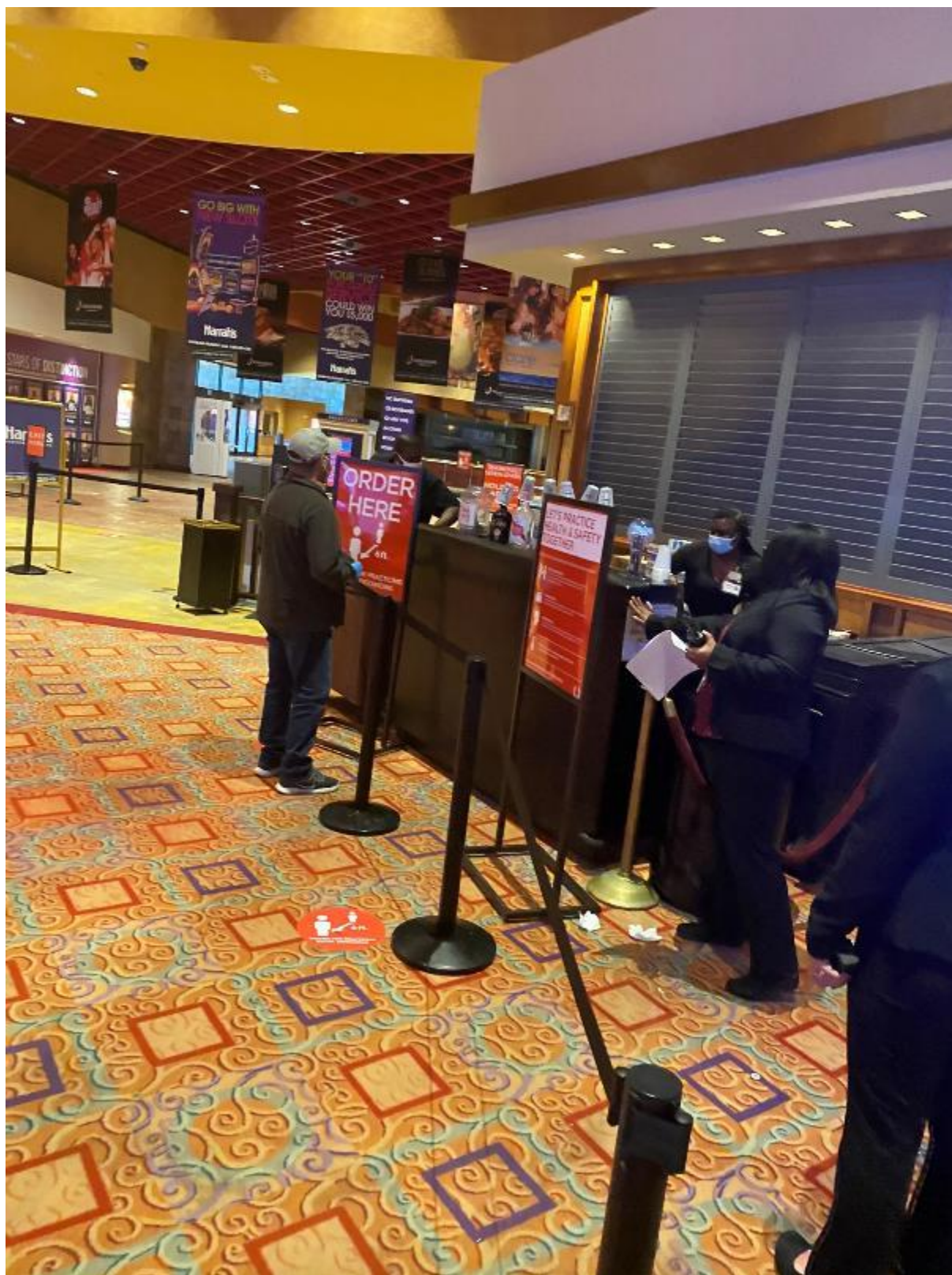


Self-serve machine not available with social distancing signage located on counter.

Harrah's Food & Beverage:



Bar closed with large signage directing guests to front of casino by security for additional bar.



Bar serving drinks with employee wearing mask and only plastic cups offered.

*Note: No glass on casino floor with only plastic served to help stop the spread of viruses.



Social distancing with stanchions roping off guests from getting too close.

Harrah's Food & Beverage:



No plexiglass installed with social distancing stickers on ground.

Harrah's Food & Beverage:



Fuddruckers only outlet open with limited seating per social distancing practices.



Frozen yogurt machine closed per social distancing practices.

Harrah's Food & Beverage:



Self-serve machine closed per social distancing practices.

5X TIER CREDITS & COMPS



WE'VE MISSED YOU! WE ARE EXCITED TO REWARD YOU WITH 5X TIER CREDITS AND 5X COMPS EVERY DAY FOR THE ENTIRE MONTH OF JUNE! SIMPLY COME IN AND PLAY; YOUR BONUS REWARDS WILL BE AUTOMATICALLY ADDED TO YOUR CAESARS REWARDS ACCOUNT!

No registration required. Promotional day earning varies by property, please contact Caesars Rewards Center for details. Guests can receive a maximum of 4,000 bonus Tier Credits per day, by earning 1,000 Tier Credits per day, for a total of 5,000 Tier Credits. Guest can receive a maximum of 20,000 bonus Tier Credits during the promotion, by earning 5,000 Tier Credits during the entirety of the promotion, for a total of 25,000 Tier Credits. Guests can receive a maximum of 8,000 bonus Reward Credits per day, by earning 2,000 Reward Credits per day, for a total of 10,000 Reward Credits. Guest can receive a maximum of 40,000 bonus Reward Credits during the promotion, by earning 10,000 Reward Credits during the entirety of the promotion, for a total of 50,000 Reward Credits. Earnings at other participating properties will apply to the multiplier maximums. If a member is offered more than one multiplier during the promotional period, the highest multiplier will be applied during the higher multiplier's promotional period. Tier Credits and Reward Credits must be earned on slots and table games to be eligible. 1X Tier Credits and Reward Credits are earned on the promotional day and the remaining (4Xs) Reward Credits and Tier Credits will be loaded to members' accounts within 30 days of the promotion's conclusion (may be uploaded in multiple increments). Offer valid at participating Caesars Rewards properties. Not valid with any other Tier Credit and Reward Credit bonus programs, including corporate bonuses. Caesars Entertainment reserves the right to modify or cancel this promotion at any time. Must be 21 or older to gamble.

RETURN REWARDS

BONUS FREE PLAY THE FASTER WAY

Caesars Rewards Members that earn 100 Tier Credits in a day will receive at least \$5.00 in Free Slot Play.

The Free Slot Play offer will be emailed to the member within (4) days and can be downloaded to any slot machine.

Member must read and accept emailed offer and redeem within 24 hours of receiving email at the Caesars Rewards Kiosk.

Must be 21 years of age or older to participate.

See Caesars Rewards® for details.

WELCOME BACK WITH

5X

TIER CREDITS & COMPS EVERY DAY

We've missed you! We are excited to reward you with 5X Tier Credits and 5X Comps every day for the entire month of June! Simply come in and play - your bonus rewards will be automatically added to your account.

DON'T FORGET - many of our offers are sent by email only! Visit CaesarsRewards.com to make sure we have your current email address on file. And remember to log into the Caesars Rewards® mobile app to see all your latest offers.

ENJOY FUDDRUCKERS ON US FRIDAYS & SATURDAYS

Earn 100 Tier Credits during the earning period on each promotional day and receive a complimentary meal voucher for burger, fries, and a drink at Fuddruckers.

Earning Period • 6am - 11:15pm

Redemption • 6am - 11:30pm

Promotional Kiosks by Caesars Rewards Center

FUDDRUCKERS HOURS

10am - Midnight • Mon - Thurs

10am - 2am • Fri

9am - 2am • Sat

9am - Midnight • Sun

Harrah's, Caesars and related entities/brands reserve the right to change or cancel this promotion at any time. Trademarks used herein are owned by Caesars License Company, LLC and its affiliated companies.

HORSESHOE BOSSIER CITY HOTEL ROOMS



ROOMS

PREMIUM | 1 KING | NON-SMOKING

Our Premium King room is 600 square feet with views of the city or surrounding area, offering one bedroom with 1 King bed only, marble bath decor with oversized tub/shower combo, refrigerator, coffee maker, hair dryer and upscale amenities. All of our rooms also feature Cozy Pillow Beds, made exclusively for Horseshoe.

Rates From \$84-\$83

[HIGHLIGHTS](#)[BOOK NOW](#)

ROOMS

PREMIUM | 1 KING | SMOKING

Our Premium King room is 600 square feet with views of the city or surrounding area, offering one bedroom with 1 King bed only, marble bath decor with oversized tub/shower combo, refrigerator, coffee maker, hair dryer and upscale amenities. All of our rooms also feature Cozy Pillow Beds, made exclusively for Horseshoe.

Rates From \$84-\$83

[HIGHLIGHTS](#)[BOOK NOW](#)

ROOMS

LUXURY | 1 KING | NON-SMOKING

Our non-smoking Luxury King room offers dark woods and rich fabrics, providing a comfortably modern atmosphere with views of the city and surrounding area, marble bath decor with oversized tub/shower combo, refrigerator, coffee maker, hair dryer and upscale amenities. All of our rooms also feature Beautyrest World Class Harrah's Elite Pillow Top Beds, made exclusively for Horseshoe. This room is only available in... More

Rates From \$99-\$44

[HIGHLIGHTS](#)[BOOK NOW](#)

ROOMS

LUXURY | 1 KING | SMOKING

Our non-smoking Luxury King room offers dark woods and rich fabrics, providing a comfortably modern atmosphere with views of the city and surrounding area, marble bath decor with oversized tub/shower combo, refrigerator, coffee maker, hair dryer and upscale amenities. All of our rooms also feature Beautyrest World Class Harrah's Elite Pillow Top Beds, made exclusively for Horseshoe. This room is only available in... More

Rates From \$99-\$44

[HIGHLIGHTS](#)[BOOK NOW](#)

ROOMS

LUXURY | 2 QUEENS | NON-SMOKING

Our non-smoking Luxury room with 2 Queen beds offers dark woods and rich fabrics, providing a comfortably modern atmosphere with views of the city and surrounding area, marble bath decor with oversized tub/shower combo, refrigerator, coffee maker, hair dryer and upscale amenities. All of our rooms also feature Beautyrest World Class Harrah's Elite Pillow Top Beds, made exclusively for Horseshoe. This room is onl... More

Rates From \$69-\$52

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ROOMS

LUXURY | 2 QUEENS | SMOKING

Our non-smoking Luxury room with 2 Queen beds offers dark woods and rich fabrics, providing a comfortably modern atmosphere with views of the city and surrounding area, marble bath decor with oversized tub/shower combo, refrigerator, coffee maker, hair dryer and upscale amenities. All of our rooms also feature Beautyrest World Class Harrah's Elite Pillow Top Beds, made exclusively for Horseshoe. This room is onl... More

Rates From \$69-\$52

[HIGHLIGHTS](#)[BOOK NOW](#)

Exciting Changes!

Dear William,

I hope that this email finds you and your loved ones safe. I know that there is a lot going on and all of us find ourselves in unique circumstances. I wanted to be the first to provide you some very positive news in regards to the changes that we are making during this pandemic in regards to our Caesars Rewards loyalty program.

Here are the great changes that we are putting in place to give you ease of mind and a chance to keep or earn your Caesars Rewards Tier status

Extending 2020 Tier Status. 2020 Tier Status and benefits will be extended through January 31, 2022 giving customers more time to enjoy what they have earned.

Making Tier Status easier to earn for 2021.

- Platinum: Now 4,000 Tier Credits (was 5,000 Tier Credits)
- Diamond: Now 12,000 Tier Credits (was 15,000 Tier Credits)
- Diamond Plus: Now 20,000 Tier Credits (was 25,000 Tier Credits)
- Diamond Elite: Now 60,000 Tier Credits (was 75,000 Tier Credits)
- Seven Stars: Now 125,000 Tier Credits (was 150,000 Tier Credits)

* Reward Credits will NOT expire for six months of inactivity until September 1, 2020, at the earliest

More ways to earn

- 5X Tier Credit and 5X Reward Credit multiplier: Customers will receive a month long 5x Tier Credit and 5x Reward Credit multiplier promotion. Exact dates will be communicated prior to properties opening.
- Casino Offers: Shortly before we reopen, we will resume sending our usual schedule of promotions and events

Health & Safety E-mail Received May 15, 2020:



We Can't Wait to Welcome You Back

The latest information on our casinos and resorts is [available here »](#)

CAESARS REWARDS®

Dear William,

At Caesars Entertainment we've been inspiring grown ups to play for over 80 years. As we prepare for the re-opening of our casinos and resorts, the well-being of our guests and team members continues to be our priority.

Our team members are working with guidance from health authorities to prepare to welcome you back. We are determined as ever to deliver fun environments with the same level of friendly service you've come to expect from our casinos and resorts.

While all the excitement awaits we also recognize there will be changes you should be prepared for when you are ready for your next visit.

Here is a video below outlining the steps we are taking.



Here are some of the steps we are taking:



Increasing the frequency of cleaning and sanitization practices across high touch areas.



Our team members are required to wash their hands frequently for at least 20 seconds and we encourage our guests to do the same. Hand sanitizer stations have been added throughout our casinos and resorts.



Our team members will be wearing masks that cover their nose and mouth, and you are strongly encouraged to as well.



Join us in practicing social distancing at gaming tables, slot machines, restaurants, and more. You will notice more spacing between tables at our restaurants, party sizes will be limited at dining establishments and self-service and table side preparation services will temporarily not be offered. At our slots, games will be spaced apart accordingly, and may be limited to every other machine and at table games, the number of players per table will be limited.

These practices across our casinos and resorts will be a new look for us, but you can still expect the same excitement and thrills during your visit. For a full list of our health and safety protocols please visit us at [Caesars.com](https://www.caesars.com). Thank you for the support and when you are ready, we are excited to welcome you back.

HEALTH & SANITATION PLAN



Please note: At this time all guests must be 21+.

The following is an overview of our daily operation plan that focuses on the guest experience and teammate interaction. In addition to the specifics listed below, signage will be placed at each entrance as well as throughout the resort to promote social distancing, usage of personal protective equipment (PPE), frequent handwashing and hand sanitization use.

Teammate Protections:

- Prior to reporting to work all teammates are required to take and pass a health evaluation.
- All teammates will be required to wear masks and temperatures will be checked before each shift.
- Hand sanitizing stations will be conveniently located for frequent use.
- All teammates will be trained on proper cleaning and disinfecting protocols and informed of proper PPE requirements.
- Teammates who are unwell or symptomatic will be directed to stay home.
- Work areas and common areas have been rearranged to follow proper social distancing guidelines.

Guest Protections:

At this time, all guests must be 21+.

- Our team will be frequently cleaning high-touch areas throughout the property.
- All guests should come prepared with their own face mask. They will be expected to wear it at all times.
- All guests will be required to have their temperature checked by a designated teammate before entering the property.

Signage and floor markers will be placed throughout the resort to clearly indicate social distancing measures. Capacity will be limited for retail shops and elevators and proper spacing for social distancing will be clearly marked.

We have taken steps to encourage and support guest hygiene by positioning hand sanitizer stations throughout the resort and supplying guidelines for proper hand washing in all restrooms.

Harrah's Health & Sanitation Plan cont.:

Additional non-smoking areas: In addition to our designated non-smoking area on our Casino floor, smoking will not be permitted at all Table Games and Bars.

Our safety team will be available to assist with proper social distancing throughout the resort. This includes assisting guests with new entry and exit guidelines, line formation and preventing groups from congregating to allow for proper social distancing.

Socially Distant Gaming:

- Slot machine banks will be arranged to allow for proper social distancing.
- All machines and chairs will be frequently cleaned and disinfected.
- Table games will be limited to a maximum of three players per table.
- Chips, cards, tables and chairs will be frequently cleaned and disinfected.

Dining & Beverage Service:

- Hand sanitizing stations will be placed at each restaurant and bar entrance for guest use.
- Guests will be provided with disposable menus.
- Tables, chairs and bar stools for guest seating will be arranged for proper social distancing and will be cleaned and disinfected after each use.
- Point of sale systems or other high-touch surfaces will be cleaned and disinfected after each use.
- Floor markers and table signs will be placed at all bars and restaurants (including to go locations) to clearly indicate social distancing for lines, ordering and food or drink pick up.
- All Casino floor beverages will be served with lids.

Hotel:

The Hotel will re-open on Tuesday May 26th with limited availability. No guests under 21 years of age are permitted to stay in the hotel during this time.

Common Spaces:

- Common high-touch areas such as handrails, elevator panels, door handles, touch-screens and other guest-facing areas will be cleaned and disinfected regularly. Entrances, parking, etc.:
- Valet will remain closed until further notice.
- Guest parking will be available to ensure proper social distancing.
- Entry and Exit signage will be placed to ensure proper social distancing.
- Face masks are required for anyone entering the resort.

Any questions you may have regarding the information in this report, please feel free to contact me at any time.

Greg Mullen
CDC Consulting

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Email: greg.mullen@compdance.com