



## Policy on Masks

**ALL Valued Patrons will be required to wear a Face Mask to enter We-Ko-Pa Casino Resort.**

Patrons will be required to wear their Face Mask inside the Casino Resort at all times. This is an enhanced Safety Measure for you and our employees. If you do not have a mask, you will not be permitted to enter the Casino Building and the Resort. Thank you.

## Policy on Smoking

We-Ko-Pa Casino Resort is nonsmoking in the casino, restaurants, hotel and all indoor areas. This includes e-cigarettes, vapes, and all similar devices. This policy has been put into place for the benefit of all guests and team members and to help mitigate the spread of COVID-19.

There are four outdoor smoking areas with comfortable seating at designated outdoor patios and courtyard.

## CASINO HOURS

The We-Ko-Pa Casino Resort is open 24 hours

We are taking cleanliness to a new level by consistently implementing an aggressive health and sanitation program to complement the already rigorous cleaning standards in place. We take pride in being your preferred casino and resort destination, and are committed to providing exceptional service and experience for our guests and Team Members alike.

## We-Ko-Pa FAQs

### Bingo, Poker and Table Games

We will be practicing all social distancing and sanitation and cleaning protocols.

### **Thermal Cameras and Device**

- **Points of entry will be limited to allow our security team to conduct non-invasive temperature checks utilizing handheld and Temperature Kiosks.**
- **Anyone displaying a temperature over 100.0°F will be taken to a private area for a secondary temporal temperature screening.**
- **Any Team Members or guests confirmed to have a temperature over 100.0°F will not be allowed entry to the property and will be directed towards appropriate medical care.**

### **Physical Distancing**

**All resort outlets will comply with or exceed local and/or state mandated occupancy limits. You will notice us using the term “physical” distancing instead of “social” to implore you to keep distance from those that have not travelled with you to the property.**

- **Plexiglas Shields: Plexiglas shields have been installed at service counter areas throughout the casino, hotel, restaurants, pool and back of house areas.**
- **Floor Decals: Guests will be advised and directed to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Floor decals have been installed throughout the property to guide you.**
- **Physical Layouts: Restaurant tables, slot machines and other physical layouts will be arranged to ensure appropriate distancing.**
- **Team Members: Team Members will be reminded to practice physical distancing by standing at least six feet away from guests and other Team Members whenever possible. In addition, Personal Protective Equipment (PPE) will be provided to protect Team Members (see below). Back of house Team Member flow patterns will be rearranged where possible to ensure social distancing.**

### **Hand Sanitizer**

**Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and Team Member entrances and highly frequented areas, such as driveways, reception areas, hotel lobbies, the casino floor, blackjack tables, restaurant entrances, meeting and convention spaces, elevator landings, etc.**

### **Front of the House Signage**

**Health and hygiene reminders will be placed throughout the property, including signage about the proper way to wear, handle and dispose of masks, reminders to thoroughly wash your hands (minimum of 20 seconds), etc.**

### **Back of the House Signage**

**Signage will also be posted throughout Team Member areas as reminders of proper health and hygiene practices to protect themselves. Signage will include, the proper way to wear, handle and dispose of masks, proper way to wear, handle and dispose of gloves (in positions deemed appropriate by medical experts), hand washing procedures, what to do if you need to cough or sneeze and many other key safety steps to take while at work.**

### Team Member & Guest Health Concerns

Team Members are instructed to stay home if they do not feel well and seek assistance from a health care provider on guidance about when they can return to work. Team Members and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (Team Members) or security (guests).

## TEAM MEMBER RESPONSIBILITY

The Casino Resort Team Members are integral for an effective health and sanitation program and will be trained extensively on new health and sanitation protocols. Teams with frequent guest contact will be given more comprehensive training on how to do so in a manner that protects not only the guest, but themselves.

### Hand Washing

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of viruses. All Team Members are instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and immediately after any of the following activities; using the restroom, sneezing, touching the face, mouth or nose, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift. More frequent hand washing will be required in high volume areas such as restaurants and bars. Additional hand washing stations will be placed throughout Team Member areas to encourage more frequent-than-not hand washing with soap.

### COVID-19 Training

All Team Members will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for teams with frequent guest contact, including Fortune Club, Hosts, Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

### Personal Protective Equipment (PPE)

Appropriate PPE will be worn by all Team Members based on their role and responsibilities, and in adherence to state and/or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every Team Member will be provided a mask and required to wear that mask while on property, regardless of area. Gloves will be provided to Team Members whose responsibilities require them as determined by medical experts, including housekeeping and public area attendants and security officers in direct contact with guests.

### GUEST ARRIVAL

A Team Member will greet each visitor to the resort. Visitors will be screened for temperatures, asked to use hand sanitizer and must wear a mask or proper face covering. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the Casino Resort.

### Guest Arrival Valet, Taxi or Rideshare

- Valet services suspended until further notice.
- Guests are to enter the Casino Resort through designated doors.
- Team Members will not open the doors of cars or taxis.

- Guests requesting bell service will be assisted with a freshly sanitized bell cart.
- Bell carts will be sanitized after each guest is assisted.

#### **Guest Arrival by Resort Transportation**

- All Resort vehicles will be thoroughly sanitized upon each return to property.
- Guests will be required to wear face masks or proper face coverings prior to boarding busses and shuttles.
- No more than four guests will be permitted per Van and no more than two (2) guests will be permitted per Golf cart unless a larger golf cart is utilized.
  - Guests will not be permitted to sit in the front passenger seat.

#### **Front Desk, Check-In, and Bell Desk**

Carts, Wheelchairs, luggage carts will be cleaned and disinfected between guests. Team members will use a single cart per room reservation. Carts will be cleaned and disinfected prior to storage.

#### **Hotel Guest Rooms**

Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch contact items, including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

#### **Room Recovery Protocol**

In the event of a presumptive case of COVID-19, the guest's room will be removed from service and quarantined. The guest room will not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party sanitation company.

#### **Guest Elevators**

- A Team Member will be present to sanitize all button panels at regular intervals.
- Signage will be posted to explain current procedures.
- No more than four (4) guests will be permitted per elevator.

#### **Hotel Amenities and Services**

- Pool Bar- OPEN with Physical Distancing Guidelines
- Fitness Center- Temporarily Closed Until Further Notice
- Spa – Opening Date Forthcoming

#### **CLEANING PRODUCTS & PROTOCOLS**

Our Casino Resort uses cleaning products and protocols which meet EPA guidelines that are approved for and effective against viruses, bacteria and other airborne and blood borne pathogens. We are continuously working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and necessary PPE.

## Public Spaces and Communal Areas

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent high-contact surfaces, including but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, kiosks, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating areas.

## Casino Operations

- To assist with physical distancing in each of our gaming areas, the number of seats available have been reduced.
- High-touch points are sanitized and cleaned on an increased schedule.
- Additional hand sanitizing stations are placed throughout the casino.

## Food & Beverage

- All F&B Team Members have attended, successfully passed, and are current holders of the Maricopa Food Handlers card, which teaches team members proper sanitation practices, how to avoid cross contamination, and other ways to promote public health.
- We are following all recommendations of the CDC and FDA to ensure our team members are creating the safest possible environment for our guests and team members.
  
- *Ember Fine Dining*
- *The Market- Open 24 hours*
- *The Buffet-Temporarily Closed. Reopening date coming soon*
- *WKP Sports Bar and Entertainment*
- *Daubs – Located in Bingo*
- *Ahnala Restaurant*
- *Gift Shop*

## Restaurants, Bars, Drink Stations

- There will be limited seating to ensure proper distancing between parties.
- All tables will be spaced a minimum of 6' apart.
- No groups or parties will be sat greater than 10 guests.
- For the time being, some of our food and beverage outlets and restaurants may be closed or offer limited hours and menus due to ever evolving COVID 19 guidance.
- Queue lines with distancing decals will be in place to receive walk up service at outlets serving beer and liquor.
- Tables and chairs will be sanitized after each use.
- Tongs will be used to garnish all drinks.
- POS terminals will be sanitized every hour.
- All countertops, workstations, cooler door handles, and draft beer taps will be sanitized at least once an hour.