



# REOPENING GUIDELINES

## Nugget Casino Resort Reopening

The Nugget Casino Resort has reopened, and we are excited to welcome you back. We have been busy with our planning to ensure that when you return, you come back to a clean, safe and healthy environment, all while enjoying the same great Nugget hospitality and excitement you have come to know.

Under the guidance of our dedicated management team, our employees are implementing enhanced health & safety protocols in accordance with State of Nevada and Centers for Disease Control (CDC) guidelines including physical distancing, increased frequency of cleaning and sanitization along with mandatory face-coverings for all Nugget employees. The Nugget will follow these protocols to protect the health and safety of our guests and our valued employees. Every Nugget employee is being trained on overall awareness concerning COVID 19, including incident protocols in the unfortunate event that one of our guests or employees tests positive for the virus. In addition, every department has been trained on enhanced cleaning and disinfecting protocols specific to its area using cleaning and disinfectant methods recommended by the CDC and otherwise required by applicable state and local authorities.

### **Every Nugget employee will be tested for COVID 19 prior to returning to work.**

Other important safety enhancements the Nugget is implementing include the following:

**Personal Protective Equipment (PPE).** All employees will be trained on how to effectively use PPE and are required to wear face masks in accordance with state and local guidelines. Guests are required to wear face masks or face coverings while on property. Complimentary face masks are available. Non-compliant guests will be asked to leave.

**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as driveways, reception area, hotel lobby, the casino floor, adjacent to ATMs, restrooms and restaurant entrances, meeting and convention spaces, elevator landings, the pool, and the fitness center.

**Physical Distancing.** Guests are asked to practice physical distancing by standing at least six feet apart from others not traveling with them while standing in lines, waiting for elevators, or moving around the property. Signage has been installed throughout the property to indicate where patrons may stand while waiting in lines and to remind guests to maintain the appropriate six feet of physical distancing.

**Hand Washing.** All guests are encouraged to wash their hands frequently with soap and water, for 20-seconds and after any of the following: using the restroom, sneezing, touching their face, blowing their nose, or coughing. Employees are required to wash their hands in these situations, as well as before and after performing their various cleaning and service duties. Employees are also required to wash their hands before starting shift, when going on break, when returning from break, in between guest interactions as well as any other opportunity they have to wash their hands for at least 20 seconds using soap and water.

As you can see, we take your health and well-being seriously and it starts with our employees, whose health and safety is paramount to creating a welcoming and safe experience. Their diligence and hard work will insure the safe and clean atmosphere you deserve and the level of gaming action, great dining, and fun you expect. We sincerely appreciate your patience and understanding during this staged reopening process and we look forward to welcoming you back to the Nugget!

Warmest Regards,

*Mark Sterbens*

Mark Sterbens  
General Manager

YOUR NEXT TRIP TO



As We Emerge From The State Mandated Closure Of Our Property  
As A Result Of The Covid 19 Pandemic, This Is What You Can Expect  
To See On Your Next Trip To The Nugget:

# VALET PARKING, BELL SERVICE AND OTHER GUEST SERVICES

Valet parking will not be available, however, guests may use the valet entrance located under the Porte Cochere to drop off and pick up passengers and luggage, prior to parking their vehicles in the parking garage or one of the Nugget surface parking lots.

Bell attendants are available to assist with luggage however the attendant will not enter an occupied guest room. Luggage will be left at the guest room door and guests will be required to wait for luggage to arrive. Carts will be cleaned and sanitized between every guest service.

Front Desk check-in stations will be spaced six feet apart and guests are asked to practice physical distancing in accordance with State and local requirements by standing at least six feet apart from others not traveling with them while standing in line for check-in or waiting for elevators. Signage has been installed at the front desk and throughout the property to indicate where patrons may stand while waiting in lines and to remind guests to maintain the appropriate six feet of physical distancing.

All elevator cabs will be limited to a maximum of five patrons not in the same party except to the extent all riders are members of the same household. Elevator cabs will be regularly put out of service, cleaned and disinfected.

Public touch points, such as door handles, elevator buttons, handrails, restrooms, and ATM machines, will be cleaned and disinfected multiple times throughout the day, and hand sanitizer stations will be strategically placed throughout the property's public areas.

Protective acrylic shields will be installed at all restaurant cashier and hostess stations as well as at each Front Desk station and each Player Services window, where only every other window will be used.

# GUEST ROOMS

The Nugget has reopened with a limited number of rooms.

Please call ahead to book a reservation call 800.648.1177  
and for Casino Reservations call 800.468.4388.

- Guest rooms will be cleaned and disinfected with foggers after every guest checks out.
- Limited daily housekeeping is available, if you choose to have cleaning service you must vacate the room during the cleaning service **for your safety & for the safety of our team members.**
- If you desire additional towels, bedding, or amenities for your guest room, please contact housekeeping at extension 3520 and they will be delivered to you.
- All linens will be washed at the appropriate high temperature using chemicals in accordance with applicable guidelines.

# GAMING

Our casino areas will be open with reduced occupancy. Slot machines will be cleaned and disinfected multiple times throughout the day. The seating and bank configurations will be altered in accordance with all State and local requirements, with every other machine available for use.

Table games hours are limited to Monday - Thursday from 9am - 2am, Friday from 9am - 4am, Saturday from 8am - 4am and Sunday from 8am - 2am. Only three seats will be available per seated game other than craps and roulette with craps tables limited to a maximum of six players and roulette tables limited to a maximum of four players. Craps and roulette players will be encouraged to maintain appropriate physical distancing. Groups will not be permitted to congregate around gaming tables.

Bingo will be available with modified seating to ensure six feet of physical distancing between players. No self-serve amenities will be available within the bingo area.

Poker is currently unavailable.

All table games, rails, chairs, dice, card shoes, shufflers, roulette wheels, pit podiums, blackjack discard holders and token boxes will be disinfected when a new employee or player comes into contact with them. Chips, cards, and currency will also be disinfected regularly using CDC and EPA approved chemicals. Dealers will have hand sanitizer available to offer to patrons throughout their shifts.

The William Hill Sports Book is open. Protective acrylic shields have been installed at each betting station, seating will be modified to ensure six feet of physical distance between chairs and William Hill will comply with all other State and local requirements.

## FOOD AND BEVERAGE

The Nugget has 5 restaurants available. These venues are Oyster Bar, Rosie's Café, Starbucks, Anthony's Chophouse, and Island Grill. In accordance with State and local requirements, these restaurants will be open with reduced capacity and tables will be reconfigured to ensure at least six feet of physical distancing between tables. Patrons will not be allowed to wait for a table in the restaurant areas but will instead be asked for a cell phone number so that we may send a text once a table is available. Protective acrylic shields have been installed at the cashier and hostess stations.

**Reservations Recommended.** Please call ahead or book through OpenTable.

- Anthony's Chophouse – 775.356.3300 Ext. 3801
- Oyster Bar – 775.356.3300 Ext. 3772
- Rosie's Café – 775.356.3300 Ext. 3764

Cleaning protocols for all restaurants and bars will be as established pursuant to State and local requirements.



## **CONVENTION SPACE**

Meeting and convention spaces will be open with reduced capacities and seating arrangements as permitted pursuant to State and local requirements.

## **GIFT SHOP**

Our Gift Shop is open, but with reduced capacity limits. Masks will be available for purchase at the Gift Shop.

## **POOL AND FITNESS CENTER**

The Pool will be open with seating and lounging areas arranged to ensure not less than six feet of physical distancing. Face masks will be required when not swimming.

The Fitness Center is open, but is open with reduced capacity. It will be cleaned in compliance with State and local requirements.

## **ARCADE**

The Arcade is open, but is open with reduced capacity. It will be cleaned in compliance with State and local requirements.

## **BUSINESS CENTER**

The UPS Store operated within the Nugget is open. It will operate in a manner that is consistent with the operation of our Gift Shop and in compliance with all State and local requirements.

## **SHUTTLE BUSES**

The Nugget Airport Shuttle is currently running daily 9am – 7pm. Departing the Nugget from our Valet parking area every hour on the hour. Departing the Airport every hour on the half hour outside door D of the baggage claim area.

## **NUGGET ADVANTAGE REWARDS MEMBERS**

All Nugget Advantage Rewards points that expired, or are scheduled to expire, between March 17th and September 30th, 2020 will be maintained. In addition, your Nugget Advantage Rewards tier status will not be downgraded through April 1st, 2021. There is no need for you to take any action regarding these changes, as our system will automatically complete these updates.

# **THANK YOU**

For Your Continued Loyalty and Understanding  
In This New Challenging Environment.

Please Stay Safe and Healthy and We Look Forward to Welcoming You Back Soon.

Please Visit [NuggetCasinoResort.com](https://www.NuggetCasinoResort.com) for Additional Updates.

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*Spent last 5 days at the Nugget in Sparks/Reno - Nugget made us feel safer than anywhere else - even safer than our local grocery store! All employees had masks on...and all guests were required to wear masks and reminded to cover our faces if the masks slipped down.*

*Fantastic place and this is not the same everywhere else we found out!*

*Thank you Nugget team for taking the extra steps to keep us safe!*

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**– Sanjay B**  
BAY AREA

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*As a high risk (70 yr old) person, having a very high risk spouse and as a retired RN, having a safe environment is important to my return to gaming.*

- 1. Screening: security does an excellent job at the entrances...offering masks but also educating customers to the current requirements.*
- 2. Chophouse: social distancing well managed, all staff masked and using gloves.*
- 3. Floor staff (slot techs, bar maids, bartenders): all consistently wore masks. I know the bartenders were trying to keep gloves clean and changing them frequently.*
- 4. Slot machines and cleaning: social distancing of machines is a pain but better than nothing. Sanitizing was obvious and on going.*

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– Kathy

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*...everyone working during my stay took such care in making sure everything was clean, sanitized and that the rules were being followed by everyone.*

*Great job to all of the Nugget staff!!!!*

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– Angie T