



## Policy on Masks

**Effective June 1, 2021**, vaccinated persons (guests, patrons, employees or otherwise) are no longer required to wear facemasks in public. However, please note that non-vaccinated persons are still required to wear facemasks in public while on the Fort McDowell Yavapai Nation and at the Casino Resort. A “Non-Vaccinated person” is defined as an individual who has not received all of the recommended doses of COVID 19 vaccines. 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.

The Wekopa Casino Resort and the Fort McDowell Yavapai Nation prohibits guests consuming marijuana at its establishments. This includes the recreational use of marijuana.

## CASINO HOURS

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

We are 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 sanitation and cleaning protocols.

### **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.
- Guests will be advised and directed to practice physical distancing by standing away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property.
- 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 a comfortable distance away from guests and other Team Members whenever possible

### **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.

### **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: 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 have and 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 provided to all Team Members based on their role and responsibilities, and in adherence to state and/or local regulations and guidance.

## **GUEST ARRIVAL**

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. Announcement forthcoming.
- Guests are to enter the Casino Resort through designated doors.
- 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.

## **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.

### **Hotel Amenities and Services**

- Ahnala Restaurant –Open
- Pool Bar- OPEN with Physical Distancing Guidelines
- Fitness Center- OPEN, with Physical Distancing Guidelines
- Spa – Open

### **CLEANING PRODUCTS & PROTOCOLS**

Our Casino Resort uses cleaning products and protocols which meet EPA guidelines that are approved 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**

- 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-. Look for our re-opening dates*
- *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
- For the time being, some of our food and beverage outlets and restaurants may be closed or offer limited hours
- 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.