

## PHASE 1 REOPENING GUIDELINES & SAFETY PROTOCOLS

### The Highlights

During Phase 1, which commences on June 8th, entry to the casino will be by invitation plus one guest only. Please do not visit the casino unless you have been invited to do so, and bring your invitation with you, along with your driver's license (or valid photo identification) and Players Club card. It's critically important that we reopen with strict crowd control measures in place. So, while we can't wait to welcome back all of our guests, please adhere to this invitation-only policy. During this phase, we expect capacity will not exceed 25 percent of fire code capacity.

We will offer slot machines at a safe distance of at least six-feet apart, and we will offer stadium gaming, or virtual table games, with limited seating capacity. Our Sportsbook, Hotel, Fitness Center, Table Games, Racebook, Event Center, Valet, Entertainment offerings and Restaurants will remain closed while we reimagine ways to effectively address safety concerns in those confined spaces. Our food court will be open with limited seating capacity and we will offer limited bar service in disposable cups.

Our daily hours of operation will be 10:00 am – midnight. We will commence property-wide cleaning from midnight to the following morning each and every day.

### Upon Your Arrival

All of the parking lots will be open as will all of the casino entrances. Valet service will not be immediately available. Please self-park and make your way to the entrance of your favorite gaming room. **Please have your face mask on as they are mandatory for all guests and staff. If you are unable to bring one, one will be provided to you.** Once at the entrance, you will be greeted by security staff who will conduct a non-invasive temperature check via thermal cameras or temporal thermometer. Any guest or team member with a temperature above 100.4 degrees will not be allowed entry on that day.

Team members whose responsibilities require direct contact with guests may be wearing gloves, but guests are not required to do so.

### Once Inside

We encourage you to make use of the increased hand sanitizers placed at entry and exits, the casino floor and elevator landings. Sanitizing wipes will also be provided throughout the property to allow guests to clean common areas before touching.

Just as we are all doing on a daily basis, guests must practice social distancing by staying six to ten feet away from guests outside of their party. The same is true while standing in lines, using elevators, kiosks, ATMs or moving around the casino floor.

We remind you to please remain in the gaming area to which you have been assigned. Remember, play smart and stay apart.

We have lots of new signage strategically placed throughout the property to remind you of social distancing protocols, to guide you in the event a line is forming, and the location and import of frequently using the sanitizers provided.

**IN ACCORDANCE WITH  
FEDERAL & STATE GUIDELINES**

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**IF YOU ARE SICK,  
OR HAVE SYMPTOMS,  
PLEASE STAY HOME.**



**IN ACCORDANCE WITH  
FEDERAL & STATE GUIDELINES**

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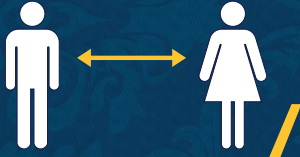
**PERSONAL PROTECTIVE  
EQUIPMENT (PPE),  
SPECIFICALLY MASKS,  
MUST BE WORN AT ALL TIMES.**



**IN ACCORDANCE WITH  
FEDERAL & STATE GUIDELINES**

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**SOCIAL DISTANCING  
PRACTICES MUST BE  
ADHERED TO. PLEASE  
REMAIN 6 FEET FROM  
OTHERS INSIDE AND  
OUTSIDE OF THE CASINO.**



You might notice a lot more of our team members, including our Clean Team, on the casino floor. They are there for two important reasons: to continuously clean every nook and cranny of the casino floor, and to assist you with one-on-one guidance. Don't hesitate to call on them with questions and concerns – we want you to have an enjoyable time while you're with us.

Smoking in the casino will not be allowed. Instead, we have created outdoor areas at each entrance to accommodate our guest smokers. Please refrain from smoking in any area of the casino.

### **Behind the Scenes**

We think you should know what we're doing behind the scenes to keep you safe and healthy while you're visiting with us.

Most of those efforts start and stop with the comprehensive training our team members have received

over the last few weeks, including infectious disease and sanitation protocols to further ensure guest and team member safety. Team members have been provided instructions on responding and reporting all presumed cases of COVID-19 on property to the RI Department of Health.

Just as importantly, you are asked to contact their supervisor if you notice a coworker or guest with known symptoms of COVID-19. Team members and guests who are exhibiting any symptoms of COVID-19 while at the property are instructed to immediately notify their manager and promptly leave the property. If we are alerted to a presumptive case of COVID-

19 on property, we will work with and follow the appropriate actions recommended by the Rhode Island Department of Health.

We have put in place a host of “back of house” protocols for our employees. The protocols include:

- Hand sanitizing stations and increased handwashing for all team members
- Daily screening for COVID-19 symptoms
- Mandatory masks or face shields
- Disinfecting system for cards, dice and tiles
- Cleaning and disinfecting of the casino cages, touchpoints and guest-facing areas on an ongoing basis
- Social distancing
- Enhanced educational signage
- Installment of temporary plexiglass in areas where staff have to interface with our guests

We apologize for any inconveniences that may occur from these temporary public safety measures, and we hope you enjoy your visit.

**For more information on our phased reopening plans, please visit:**

<https://www.twinriver.com/reopening>