



## **Paragon Casino Resort COVID-19 Reopening FAQ**

### **General COVID-19:**

- Will there be any signage installed advising patrons and staff of precautions to take to prevent the spread of COVID-19?
  - For guests, there will be health and hygiene reminders throughout the property. For associates, signage will be posted throughout the property reminding associates to wear masks, use gloves (in positions deemed appropriate by medical experts), and wash their hands.
- Will there be any sort of check point at the entrance to monitor for COVID-19?
  - Paragon will limit points of entry to allow the security team to conduct non-invasive temperature checks utilizing thermal cameras. Additionally, guests will be advised to practice physical distancing by standing at least six feet away from groups of people not traveling with them.
- Will security have the ability to remove anyone not adhering to guidelines outlined by Paragon?
  - Yes, security has the ability to remove anyone not adhering to guidelines.

### **Mask and Smoking Policy:**

- Are face masks required to be worn?
  - The wearing of facial masks is mandatory for all guests above the age of eight years old. Masks may only be removed while consuming food or beverages, while smoking, or in the privacy of a guest's hotel room.
- Who may be exempted from the face mask order?
  - Those exempt from this mask order are people with a medical condition that prevents them from wearing a mask, those consuming food or drink, those who are communicating with someone who is hearing impaired, those who are giving a speech to an audience of less than fifty, and those who are asked by security or the Tribal police to remove their masks for identification purposes.
- Is smoking allowed?
  - Smoking is permitted on the casino floor. The hotel lobby, all restaurants and meeting rooms will remain non-smoking. Guests may also smoke in the privacy of their hotel room if it is a smoking room.

## **COVID-19 Precautions:**

### **Sanitization**

- Were the facilities deep cleaned at any point during the closure?
  - Yes, they were deep cleaned just before opening to ensure the facilities are as safe as possible for guests and staff. We will maintain a strict cleaning regimen of the entire property as well.
- Are any additional precautions being taken to clean the facilities ahead of the opening?
  - Cleaning schedules have been increased in frequency. Additionally, our facility uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and blood-borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and necessary PPE.
- Will patrons be required to wear masks upon entry of the facilities?
  - Masks are not required for guests but are encouraged. Paragon associates will be required to wear masks, however.
- Will sanitizing wipes or gel be provided to visitors to use?
  - Yes, there are currently 115 sanitizing stations throughout the property. There are also 60 hand sanitizer dispensers
- Will any changes be made to how you clean resort rooms?
  - Industry leading cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch 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.
  - All unnecessary items such as accent pillows, etc. will be temporarily removed from rooms.

### **Occupancy**

- How will you promote social distancing following the opening?
  - Guests will be advised 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. Restaurant tables and where applicable, other physical layouts will be arranged to ensure appropriate distancing. Associates will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other associates whenever possible.
  - Paragon is not to hold any events, gatherings, or conferences with more than fifty attendees.
- Will certain areas of Paragon be closed to the public?
  - The bars operating at Legends Steakhouse and the Atrium Bar at Paragon are closed.
  - Cyber Quest is closed.
  - In-room dining options (room service) will be suspended until further notice.

- VIP Services operations will be temporarily suspended. Guests needing service will visit the Player's Club booth.
- The Golf Course dining room will be closed to guests – all food and beverage will be administered on a to-go basis from the outside window.
- In addition, certain restaurants will remain closed until further notice.

## **Staff**

- How are you training associates to take the necessary precautions following the reopening?
  - All associates will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.
- Are associates and associates required to take their temperature before coming into work? How often are you monitoring temperature of staff?
  - All team members will have their temperature checked at the beginning of their shift and each time they enter the facility.
- What is the protocol for staff if they are exhibiting symptoms of COVID-19?
  - Associates are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Associates who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager.