



We are excited to see you here at the Island Resort & Casino! As always, we strive to provide superior service and quality entertainment for our guests. To do this in the safest manner while keeping the health of our guests and employees the number one priority we have outlined these guidelines and expectations to ensure a healthy return.

Employees and Guest General Guidelines and information:

Phases of Opening:

- ❖ **May 6th:** Slot machines, select food service prepared to go, select bars, bingo and retail. Our Cashiers, Island Club, VIP Services and Guest Services will also be available for our guest convenience.
- ❖ **May 8th:** Sage Run and Sweetgrass golf courses.
- ❖ **May 13th:** Hotel
- ❖ Later phases will include Gaming Tables, Poker, Spa, Pool, Fitness Center, Headline and Club 41 entertainment and Slot Tournaments.

Health Concerns:

- ❖ Employees and guests not feeling well are asked to stay home and follow CDC guidelines.
- ❖ We suggest vulnerable individuals per the federal recommendations take special precautions and / or consider not visiting our facility at this time

Guest Arrival:

- ❖ Individuals must be 18 or over to enter our facility at this time.
- ❖ All active entrances will have Island staff present to conduct a temperature check. All checks will be done with an infrared thermometer not requiring personal contact.
- ❖ Customers and employees with a temperature above 100.0 without exception will not be admitted. We recommend following up with the CDC guidelines at this point.

Personal Protection Equipment:

- ❖ Employees and guests are encouraged to wear their personal mask if they choose. Masks are also available at the Island Club, Guest Services or hotel desk.
- ❖ Plexiglass barriers have been placed between staff and guests where possible.

Cleaning / Sanitizing:

- ❖ All slot machines, restrooms, elevators, counters, furniture, workstation, doors, kiosks, ATM's, TRM's, equipment and multi touch areas will be sanitized consistently in both employee and guest areas.

Hand Sanitizer:

- ❖ Touchless and pump hand sanitizer dispensers have been increased throughout the facility. Dispensers are available at all high traffic areas as well as placed throughout the gaming floor for convenience when moving to new slot machines.
- ❖ Wet wipes are available by request from the Island Club, Guest Services, Food Service areas and Cashier.

Physical Distancing:

- ❖ We recommend employees and guests keep a 6 foot distance from others while moving through the casino or standing in line. Please look for floor guides in high traffic.



Additional Guidelines by department:

Hotel, Guest Services, Island Club

- ❖ Luggage service, valet parking and shuttle service will not be available at this time.
- ❖ Customer exchange items such as Island Club cards, room keys and wheelchairs are sanitized prior to delivery to each guest.
- ❖ Guest amenity delivery will be delivered with contactless procedures whenever possible.

Self Service Beverage Areas:

- ❖ Cup dispensers for cold beverages are available at each beverage station.
- ❖ Cups are for single use and cannot be refilled.
- ❖ Complimentary coffee service will be provided by Guest Services in the Hotel Lobby.

Restaurants & Bar areas:

- ❖ Condiments to be served in disposable single-use containers
- ❖ Menus to be single-use and/or disposable
- ❖ All self-serve condiments and utensils to be removed and available from cashiers or servers.
- ❖ All beverages are served in disposable drinkware.
- ❖ All food and beverage items to be placed on the table, counter, slot or other surfaces instead of being handed directly to a guest

VIP Services:

- ❖ A limit of 2 VIP guests will be admitted at a time to the VIP room. Guests of VIP members are asked to wait outside the VIP room at this time.
- ❖ The appropriate social distancing should be observed with other guests and employees while visiting the VIP room.
- ❖ Cookies will not be available in the VIP room at this time.
- ❖ Coffee and water service will be provided by VIP staff when available. There will be no self service areas in the VIP room at this time.
- ❖ Magazines and Newspapers will not be available at this time.
- ❖ Contact your VIP host via your cell phone for service from the gaming floor when possible. The VIP call phone outside the office will be unavailable at this time.

Golf:

- ❖ Golf carts, loaner clubs, locker rooms, equipment, counters and guest areas are sanitized consistently or before and after each round for individual use items.
- ❖ Guests will handle their own golf equipment.
- ❖ Ball washers, benches and rakes have been removed from the course.
- ❖ Our golf rangers will rake sand traps.
- ❖ Each player can request their own cart if desired
- ❖ Please use the appropriate physical distancing in warm-up and pro shop areas
- ❖ Tables and chairs have been relocated to allow for social distancing.
- ❖ Tees, ball markers, scorecards and pencils are pre-set in carts.
- ❖ Beverage cart service is not available at this time. Disposable bag coolers will be provided when purchasing beverages at Stater Shack.

Housekeeping

- ❖ Extra towels, pillows and blankets have been limited in each rooms and are available upon request.
- ❖ Guest linen will be delivered and removed from guest rooms in single use sealed bags.
- ❖ Decorative pillows and bed coverings have been removed from the room.
- ❖ We follow our cleaning protocol within the rooms with the same precautions we are taking within the facility. We also take special care to cover all touchpoints within each guest room including but, not limited to all furniture, doors, door knobs, phones, remotes, thermostats, curtain pulls, fixtures, blow-dryers, iron, ironing boards, luggage stands, lighting controls, hangers, microwaves, refrigerators and amenities.
- ❖ Ice and vending machines are sanitized consistently.