

# CORONAVIRUS SAFETY & GUIDELINES



## Welcome Back!

Welcome back to Mount Airy Casino Resort! There is nothing more important to us than the health and safety of our team and our guests.

During our most recent closure, the Mount Airy team diligently cleaned and sanitized the entire property with EPA approved cleaning and sanitizing agents following CDC guidance for cleanliness and safety. To maintain these standards, key team members attended, and continue to attend, cleanliness, sanitation and safety training classes conducted by Ecolab, a global leader in water, food safety and public health technologies. Be assured that you will have the safest and most enjoyable experience possible.

Throughout the property you will find sanitizing stations to ensure that all guests and team members are cleaning their hands as frequently as possible. Additionally, you will find disinfecting wipes for slot machines and Plexiglas dividers at all “transactional locations.” Our Safe Clean Team continuously clean and disinfect high traffic areas such as slot machines, railings and door handles.

Guidelines specific to each activity and area of our property can be found below and were designed in accordance with the CDC and PGCB. In accordance with these guidelines, we will only be accepting 50% of our maximum casino occupancy which will be tracked using bi-directional trackers located at each entrance to the casino floor. Guest temperatures will be monitored through entrance scanners and those believed to have a higher than normal temperature will be rescreened.

We thank you for your patience and hope that you will feel safe and comfortable at Mount Airy Casino Resort. Your safety and well-being are our top priority.

Sincerely,

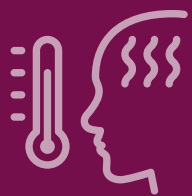
The Mount Airy Casino Resort Team

## Mount Airy Casino Resort takes the health, safety and wellness of our guests seriously.

We appreciate your assistance during this unprecedented time.  
Thank you for your understanding.



Mount Airy Casino Resort reserves the right to administer a temperature reading to any guest that appears to be displaying signs relative to COVID-19 virus and/or appears unwell.



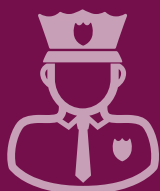
Mount Airy also reserves the right to ask a guest to vacate the premises if said temperature reading is 100.4 or higher for their protection, as well as others.



All guests are required to wear a mask or face covering in order to enter the property.



All guests must maintain 6 feet apart and adhere to social distancing guidelines.  
Please refer to on-property signage.



Please notify Security if you have any concerns.



## Please visit the PA Department of Health website for COVID-19 Travel Guidelines:

[www.health.pa.gov/topics/disease/coronavirus/Pages/Travelers.aspx](http://www.health.pa.gov/topics/disease/coronavirus/Pages/Travelers.aspx)

### Smoking

Effective July 3, 2020, under guidance of the Pennsylvania Department of Health and the Pennsylvania Gaming Control Board, smoking is no longer permitted in Pennsylvania casinos. As a result, Mount Airy Casino Resort will offer an outdoor smoking area adjacent to the Self-Park entrance, where social distancing can be accommodated.

### Alcoholic Beverages

In response to Pennsylvania Governor Wolf's order, we have temporarily ceased the sale and serving of alcoholic beverages on the casino floor. Alcoholic beverages may only be purchased in conjunction with a full meal while seated in one of our restaurants. Guests are still welcome to enjoy their favorite non-alcoholic beverages with cocktail service on the casino floor.

### Face Masks

Guests are required to wear a face mask while on property. Their mask may be lowered in order to eat or drink. Guests will be provided with a complimentary face mask if they do not have one. All Mount Airy Team Members will be required to wear a mask while working in adherence to Commonwealth of Pennsylvania and CDC mandates. All guests will be requested to briefly lower their masks, if applicable, for age and identification purposes.

### Temperature Checks

At the discretion of Mount Airy Casino Resort staff, our security team may conduct non-invasive temperature checks utilizing digital/thermal temperature readers at points of entry (i.e. hotel/bus lobby) on any guests. Guests displaying a temperature of 100.4 degrees or above will receive a second temperature screening. Guests twice confirmed to have a temperature of 100.4 degrees or above or refusing an initial or secondary reading, will not be allowed entry to the property and will be directed towards appropriate medical care.

### Social Distancing

Guests will be advised to practice social distancing by standing an appropriate distance from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Lines and queuing areas for the casino cage and player's club area will be labeled with social distancing decals spaced 6-feet apart. Restaurant tables, slot machine availability and other physical layouts will be arranged to ensure appropriate distancing. Team Members will be reminded not to touch their faces and to practice appropriate physical distancing whenever possible. All resort outlets will comply with the local, Commonwealth or CDC mandated occupancy limits.



## Restaurants

In response to Governor Wolf's order, all indoor restaurant seating (Montagna Pizza, Guy Fieri's Mt. Pocono Kitchen, and Bistecca by Il Mulino, Lucky 8, and The Market) has been reduced to 50% capacity. While this may mean longer wait times to be seated, rest assured our team will do its best to make your time with us extraordinAIRY. The Buffet at Mount Airy has been reimagined to become The Market at Mount Airy and now features counter/wait service including grab-and-go options.

## Slot Operations

Every other slot chair will be removed to allow for physical separation between Guests (approximately 850 of 1,700 slots). Popular banks will have acrylic shields installed between each game (the remaining 150 games). Casino supervisors and managers will ensure that Guests do not congregate around slots. Guests will be encouraged to wipe down slot machines before and after each use and they will be cleaned by slot attendants every two hours.



## Table Game Operations

Table Games may have every other chair at a table open. 3 spots available on a Blackjack/Carnival game, 4 spots on a Roulette/Midi-Baccarat game, 6 spots – 3 on each side – on a Dice game. There will be approximately 12 table games with shields. Casino supervisors and managers will ensure that Guests do not congregate in groups. Customers will be placed on a wait list.



### Poker Social distancing rules in place:

- We will operate at limited capacity.
- Plexiglass dividers will be in placed on each table.
- Games will be played max 7-handed.
- All guests and team members will be required to wear a mask.
- Hand sanitizer will be available at each table.
- Food will not be permitted in The Poker Room.
- Spectators will not be permitted in The Poker Room.
- Chips and cards will be sanitized regularly.
- Chairs and rails will be sanitized when a player leaves the table.
- Table changes are restricted to once every 8 hours.



## Sports Book

Seats and booths have been reconfigured to allow for appropriate physical distancing. Hand sanitizer will be available to each guest at the counter. Chairs will be sanitized after each guest departs and the Sports Book will be cleaned in its entirety daily.

## Hotel Check-In

Bell carts and luggage storage rooms will be sanitized every two hours or when applicable. The Front Desk team will be sanitizing the equipment at the desk regularly to ensure the safety of each guest checking in. Masks are available upon request.

## Hotel Guest Elevators

A Mount Airy Team Member will be present to sanitize the button panels at regular intervals. Signage will be posted to explain the current procedures. The greater of four Guests or one party will be permitted per elevator.

## Guest 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, light switches, temperature control panels, alarm clocks, luggage racks and flooring. Each guest room will be sprayed in order to disinfect with an electrostatic sprayer to ensure the safest possible environment for staff to clean and our guests to stay in.

## Valet

Valet will be operating and taking extra steps to ensure guest safety. Facemasks will be worn by all valet attendants and required by all vehicle occupants when they drive up for valet parking. Disposable gloves, steering wheel covers, and seat covers are used when moving each vehicle.

## Housekeeping

Stay over service will be by request only and we ask that guests vacate the room during requested cleaning to allow proper social distancing for staff. Guests will be advised that a spray disinfectant will be applied to the room for the safety of the housekeeping team prior to completing stay over service. Additional amenities can always be requested at any time by contacting the Front Desk.





## Hotel Laundry

All bed linen and laundry will be changed per stay and by request. Linen and Laundry will and continue to be washed at a high temperature and in accordance with CDC guidelines.

## Retail Spaces

In coordination with our retail partners and tenants, guest occupancy limits will be enforced to allow for appropriate distancing at all owned/leased retail spaces.

## Pool

Pool seating will be configured to allow for Commonwealth of Pennsylvania of CDC mandated minimum separation between groups of guests. Pool capacity will be 50% maximum occupancy. Chaise lounge chairs will be sanitized after each use and day beds will be sanitized each night. Doors and counters will be sanitized at least once every two hours. Day Passes have been temporarily suspended.

## Spa & Salon

The Spa & Salon will function under strict CDC and PA Health guidelines. Social distancing protocols will be respected in regards to each service's necessity. Appropriate PPE will be utilized at all times. Extensive protocols will be followed which cover cleaning routines, service scheduling, temperature checks, isolation protocols and team member training. During this time, some services may not be offered or available.

## Fitness Center

The fitness center will be available to guests 24/7, and will be cleaned daily with periodic checks throughout the day. Guests will be encouraged to wipe down machines before and after use utilizing provided cleaning materials.

## Shuttle Service

Temporarily suspended until further notice.