



ATLANTIS CASINO RESORT SPA HEALTH AND SAFETY INITIATIVES

The Atlantis Team has always been committed to providing a clean resort, and now we are taking our cleaning and sanitizing levels even further. The safety and well-being of our guests and team members is our number one priority! Therefore, we have implemented improved hygiene and sanitization protocols throughout our property, which exceed the baseline CDC and Gaming Control Board requirements to help reduce the spread of COVID-19 and other infectious diseases. Our focus is to create an environment in which our guests can escape from a lengthy quarantine, and finally return to Paradise!

Atlantis
CASINO RESORT SPA • RENO™



NEW HEALTH AND SAFETY MEASURES

The Atlantis has instituted policies and procedures to support government social distancing guidelines and various other protocols to create a safe and healthy experience for our guests and team members. Some of the initiatives we have implemented for health and safety include:

- Guests will be required to wear a mask, face shield, or protective device covering their mouth and nose while on property. Complimentary masks will be available to all guests upon entering the property. (Mask or face covering is mandated by the State of Nevada).
- All Team Members will be required to wear masks or cloth face coverings.
- Along with temperature checks, Team Members will be screened to ensure they have not been in contact with anyone who has been diagnosed with COVID-19, or displays related symptoms.
- Guest temperature checks will also be mandatory upon entry. Anyone exceeding 100.4 degrees will be asked to come back once their fever has been reduced for 48 hours.
- A multitude of hand-sanitizer stations, sanitizing spray bottles and paper towels have been strategically located throughout the casino, and property, for easy access.
- Occupancy has been reduced by 50% in the casino, restaurant outlets, and other locations to allow for social distancing. Some outlets, experiences and services have been modified or temporarily closed to allow for social distancing.
- **We have implemented the following slot technology enhancements to reduce the spread of germs:**
 1. **Slot machine alerts** - our team is alerted at the end of each play session that a machine is available for cleaning.
 2. **Easy Jackpots/Jackpot Accrual** – there is no need for a slot attendant to process your jackpot, only at Atlantis are you able to avoid cash handling and process your jackpot directly to the credit meter. At the end of the session you will receive your W2G for the day.
 3. **QuikTicket** – avoid cash handling and receive a single slot ticket with your debit cash advance.
 4. **Giving Module** – avoid handling coins and create "change for the better" by donating to any one of four worthy charities.



NEW HEALTH AND SAFETY MEASURES

- Table Games have a maximum number of chairs per table - limits are currently three players per blackjack table, six players per craps table, and four players per roulette table.
- Guests will be politely asked not to congregate around slot machines, table games, or in the sportsbook.
- All beverages will be served in disposable plastic cups throughout the gaming areas. No food will be provided across the casino floor, including the High Limits and the VIP lounge.
- Signage has been posted throughout the property, reminding everyone to follow proper hygiene and protocols for hand washing, sneezing, coughing, and to avoid touching their faces.
- Social distancing signage and floor decals for queuing have been prominently placed in areas where lines form, including hotel check-in, kiosks, casino cage, Monarch Rewards, and elevators.
- Signage will be placed on each elevator to ensure guests are following elevator occupancy protocols.
- Plexiglass barriers have been installed in various areas throughout casinos and property.
- Salon guests are asked to please call in advance to schedule appointments. Early arriving guests will be required to wait in a designated area outside the Spa or Salon.
- Meeting and banquet set-ups will allow for social distancing between guests.
- Self-serve buffet-style food service will be suspended.
- Spa Atlantis will follow updated Nevada State Board of Massage protocols to support health and safety measures.
- Guest rooms will be cleaned upon check-out, not during the guest's stay, to minimize the number and frequency of room attendants entering the guest's room.



TEAM ATLANTIS IS PREPARED!

Prior to reopening, our guests can feel safe and secure in knowing that all Team Members will have received COVID-19 – Safety, Health, Hygiene and Cleaning/Sanitization training, including clear instructions on how to swiftly respond to anyone who may display coronavirus symptoms. Contact-tracing initiatives will be implemented through our surveillance department. If a sick guest is found to be on property, our team will quickly ascertain the areas in which the guest may have had contact. This information will be shared with our Public Area Team so they can take immediate action to sanitize vulnerable areas and surfaces.

Team Members working in areas that require specialized cleaning and sanitization, including public spaces, hotel guest rooms, restrooms, laundry and engineering, will have received further in-depth training to ensure proper chemicals are used effectively to disinfect the COVID-19 virus and prevent other infectious diseases from spreading.

Additionally, based on their roles, not only will you observe Team Members wearing face coverings, you will see some of our Team Members wearing gloves or outfitted in additional Personal Protective Equipment (PPE) for certain required tasks.

With the exception of families and/or guests traveling together, our Team Members have been trained to gently remind guests to be cognizant of social distancing when needed. It's natural for people to forget at times, and we want everyone's space to be respected.

ATLANTIS CLEANING STANDARDS

Our property will be cleaned and disinfected with a high frequency. Our cleaning products and protocols align with EPA guidelines and are approved as effective agents to eliminate viruses, bacteria, and other airborne and blood-borne pathogens.

- High-touched surfaces in all areas of the property will be disinfected with high frequency around the clock, some examples include; escalator rails, door handles, light switches, elevator buttons, countertops, toilets, urinals, faucets, restrooms and stall doors, hotel check-in desk, slot machines, table games, kiosks, ATMs, chairs, restaurant menus, check-holders and room keys.
- Cleaning protocols to disinfect chips, table rails, dice, cards, card shoes, shufflers, roulette wheels, table game podiums, blackjack discard holders, and token boxes have been implemented.
- Meeting and convention spaces, casino floors, restaurants, bars, retail outlets, Spa Atlantis and the Salon will have area-specific cleaning guidelines and protocols that will be strictly followed.
- Enhanced cleaning and sanitizing procedures will be used to clean hotel guest rooms with focus on high-touch items such as; TV remote controls, toilet seats, handles (doors, faucets, furniture), shower rails, telephones, light switches, thermostats, alarm clocks, luggage racks, desks, tables, chairs, countertops, bathroom vanities and accessories, windows, mirrors and frames, closets, hangers and other amenities, plastic signage, and flooring.
- Laundered items will be washed and disinfected at high temperatures in accordance with CDC guidelines.
- Food and Beverage Team members will adhere to strict cleanliness, sanitization, food preparation, and service protocols.
- Air quality for our guests and team members remains one of our highest priorities. We have identified additional opportunities to enhance the effectiveness of our HVAC systems. In accordance with the established guidelines, rigorous measures are in place to help mitigate the risk of virus transmission.
- The Salon will follow updated state cosmetology protocols to support health and safety measures.

TEMPORARY CLOSURES

While we wait for further information and guidance from local health officials, the below areas of operation will be temporally suspended until further notice:

- Toucan Charlie's Buffet & Grille - *TBD*
- Poker Room Operations - *TBD*

**WE LOOK FORWARD
TO SEEING YOU SOON!**

