



DESERT DIAMOND CASINOS

TEMPORARY CLOSURE: FREQUENTLY ASKED QUESTIONS

COVID-19 Temporary Closure FAQs

Question 1: What if my slot machine voucher expires while Desert Diamond is temporarily closed?

Answer: We are extending the expiration date for slot machine cash out vouchers 60 days from reopening date if the voucher expiration date occurs on or before June 5, 2020. Slot machines will not accept expired vouchers; guests must go the Cage Cashier to cash out expired voucher.

Question 2: What happens to my direct mail offers while you are closed? Will I get new offers once you have opened again?

Answer: Once Desert Diamond resumes daily operations, you will continue to receive your offers and invitations. New offers will be issued once our temporary closure concludes.

Question 3: Are your March casino promotions & events cancelled?

Answer: All March casino promotions and events are cancelled. We are planning new events and more winning opportunities with for you with new social distancing in mind.

Question 4: Are all upcoming concerts or shows cancelled?

Answer: We are planning to begin public events such as concerts in August. This is dependent upon the CDC recommendations.

Guests who purchased tickets to events scheduled between April and August 2020 may hold onto their tickets for the performers who reschedule future performance dates. If the show is subsequently cancelled, orders purchased with a credit card will be refunded. For guests who utilized a 3rd party to secure tickets, please reach out to your original point of purchase for information regarding a credit.

Question 5: What happens to my Diamond Rewards card while you are closed?

Answer: Your Diamond Rewards card will remain active and your tier status will be maintained. All point balances and earned rewards balances will be kept in your account.

Question 6: What happens to my Diamond Rewards card once you reopen?

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Answer: You will resume receiving your Diamond Rewards offers and invitations once daily operations resume. You will be able to keep your current tier status for an additional amount of time, depending on the length of the temporary closure. During that extended time, you will be able to earn additional points towards your total. Points or earned rewards that were accumulated prior to the temporary closure can be redeemed as usual.

Question 7: When are you reopening?

Answer: We are excited to announce that Desert Diamond Casinos will be reopening to the public at 1PM on Friday, June 5th.

Question 8: Are you cleaning the casino?

Answer: Casino leadership team has implemented “clean teams” whose sole focus is the implementation of our new preventative measures including increasing cleaning schedules and protocols in areas where germs or viruses can be transmitted, making sanitization stations available throughout the property and issuing guidance to team members to promote social distancing.

Question 9: What about the gifts I was supposed to redeem/pick up during this closure?

Answer: We have a new program planned for our guests beginning July. This new program will have more dates and new items all with a new effort to meet the new limited contact scenarios. Stay tuned for more information.

Question 10: What if I had a Birthday offer to redeem during this closure? Will the Birthday promotion be postponed until next month?

Answer: We will be rescheduling any Birthday promotions or events after we reopen.

Kiosks – Upon our reopening will be suspending kiosk based activities. As soon as it is safe for their use, we will begin activating these events.

This includes the daily drink vouchers for Double and Triple Diamond VIPs.

Free Play – Free Play Offers will be credited to guest accounts through our gaming systems. No kiosk activity will be required.

Tribute Free Play – Free Play will be added to the guest accounts starting on June 5.