



## WEST VALLEY

### PROPERTY INFORMATION

#### **What are your hours of operation, presently?**

Opening Day, June 5

- 1pm-2am

Thereafter, our new hours will be as follows:

- Sunday through Thursday | 10am-Midnight
- Friday & Saturday | 10am-2am

#### **Did you sanitize the property while you were closed?**

Yes, we completely and thoroughly disinfected the entire casino while closed and have been maintaining an enhanced cleaning protocol every day since.

#### **What if my cash out ticket expired during the closure?**

Cash out tickets that expired during our closure can be redeemed for 60 days after our reopen date. Please present your expired ticket to the casino cashier/cage; expired tickets are not valid at redemption kiosks.

#### **What will you be doing to keep me safe?**

The health and welfare of our team members and guests remains our most important concern. With this in mind, we will be making changes to our casino floor and operational protocols that incorporate the recommendations of public health officials. These changes include, but are not limited to:

##### ***Occupancy Limits***

We have made several adjustments to our casino floor to ensure a safe environment for our guests and team members. Slot machines, tables, select food venues and bars, bingo and retail will re-open with limited capacity.

##### ***Wellness Checks***

All guests and team members will undergo a non-invasive temperature screening using a touch free thermometer. Anyone presenting with a 100.4°F or higher will be taken to a designated area to receive a second temperature screening after a 10-minute cool down period. If the person has a temperature of 100.4°F or above, they will not be allowed entry into the facility.

### ***Physical Distancing***

We have added floor graphics and signs to assist with social distancing protocols. Our team members will maintain a minimum distance of six (6) feet from guests and other team members whenever possible. Slot machines, table games, poker, bingo and food venues have been rearranged and/or have had seating removed.

### ***Plexiglas Barriers***

Plexiglas has been added to many transactional areas including our Rewards Centers, Cage Cashiers, and multiple gaming areas. We will be continuing to add more of these enhancements over the next few weeks.

### ***Face Masks***

Face masks will be required for all guests and team members. Temporary allowances will be made for guests who are actively eating, drinking, or smoking.

### ***Team Member Training***

All team members will receive training on COVID-19 and sanitation protocols, with enhanced training for team members that have frequent guest contact.

### ***Air Filtration System***

Desert Diamond Casino West Valley is equipped with state-of-art air filtration, known as an Underfloor Air Distribution (UFAD) System. In this system, large rooftop air handlers deliver fresh outside air which is constantly mixed with inside air, similar to hospitals and surgical centers. Outside air is filtered before entering the building through hundreds of floor diffusers located throughout the casino. This system creates air currents that push pollutants up to the ceiling and out of the building through exhaust vents. Air is never recirculated, which results in a lower concentration of contaminants when compared to conventional air conditioning systems.

### ***Enhanced Sanitation Protocols***

- **Property-Wide**

- Dedicated Environmental Services team members will focus on continuously disinfecting high touch points throughout the casino. These touch points include but are not limited to: elevators, door handles, ATMs, gaming machines, kiosk machine, etc.
- The number of touchless and pump hand sanitizer dispensers has been increased throughout the facility. Dispensers are available at all high traffic areas as well as placed throughout the casino for your convenience.
- Slot machines and chairs will be disinfected 24/7.
- Restrooms will be disinfected hourly throughout the day.
- Each evening, our Environmental Services team members will follow rigorous enhanced sanitation protocols to thoroughly disinfect our building.

- **Table Games and Poker**
  - Sanitize handrails and seats.
  - Disinfect shoes, shufflers, podiums, phones, and limit signs multiple times per shift.
  - Chips will be sanitized using ultraviolet, germicidal irradiation.
  
- **Restaurants/Bars/Drink Service**
  - Food Venues will be cleaned and sanitized frequently throughout the day.
  - Casino Self Service beverage areas will not be available until further notice.
  - Disposable paper menus.
  - Sanitized place settings.
  
- **Bingo**
  - Tables will be wiped down after each session.
  - Electronics will be wiped down after each session and after verification.
  - Credit card machines will be regularly wiped down.

**Can I still smoke/vape?**

Vaping no; cigarette smoking yes.

## **PROMOTIONS, POINTS, AND OFFERS**

**What about my birthday reward?**

All 'Happy Birthday Rewards' for March, April and May will be redeemable through July 31, 2020.

**What happens to the offers I had from when you were closed?**

Any offer which expired during our closure are no longer valid.

**Will I receive new offers?**

Absolutely! We will be sending out new offers and invitations based on your casino play prior to our temporary closure.

**What about the gifts I was supposed to redeem or pick up while you were closed?**

Players that qualified for the March Gift set will have an opportunity to claim the remaining gift item. Eligible participants will be notified by mail.

**What happens to the entries I had for upcoming promotions?**

Currently all of our promotions and tournaments have been cancelled. More information will be provided as soon as it becomes available.

**Will the closure affect my Diamond Rewards Tier Level and/or my Rewards Points?**

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.