

WILDWOOD REOPENING GUEST FAQ

1. What are the requirements for entering the casino?

- a. You must wear a mask to enter the casino. All guests will need to have their ID's available upon request, will have their temperature taken, and will be asked a few brief questions regarding possible COVID-19 symptoms. If your temperature exceeds 100.4 degrees Fahrenheit or you are displaying symptoms, you will not be allowed entry. Those who successfully pass the health screening will be given a wristband to wear in the casino showing they were checked prior to entry.

2. Will there be occupancy limits inside the casino?

- a. Yes. Only the maximum number of players allowed by the approved variance and the state will be allowed in the casino. Covered areas will be provided for anyone potentially having to wait in line to enter the casino.

3. What are your mask requirements?

- a. By mandate of the Teller County approved variance, masks will be required for any guest entering the Casino. Guests are strongly encouraged to wear their mask while inside the casino as well. Employees must wear masks at all times.

4. What if I can't or don't want to wear a mask?

- a. The mask requirements are mandated by the State and County Health Departments and we apologize but exceptions cannot be made.

5. How do I get a mask?

- a. You may bring your own mask, but one will be provided to you upon guest check-in if necessary.

6. What are your hours?

- a. The casino will be open 24 hours, daily.

7. Will there be time limits inside the casino?

- a. No. Once you enter the casino you may play as long as you would like!

8. What cleaning procedures are you putting in place?

- a. We are using Ultraviolet Cleaning systems, continually cleaning by sections throughout the day by a specialized Clean Team, easy access to hand sanitizer casino-wide, and more!

9. Are all slot machines available?

- a. We will have all slot machines available for play, however, proper social distancing must always be maintained between slot players.

10. Can my husband and I play machines next to each other?

- a. Yes. *Related guests who arrived together* as a party may game next to each other on adjacent machines if desired as long as the party is not violating the social distancing standards of other players already in the area. Wildwood staff will be verifying anyone commingling within six feet of each other arrived in the same group. Parties of no more than 10 people will be allowed.

11. How can I get my machine cleaned on request?

- a. Simply press the green button located on every slot machine to have your machine cleaned any time or contact any one of our team members.

12. Can I reserve my machine while I go to the bathroom, smoke, or eat?

- a. We will still allow guests to briefly reserve a game to smoke or use the restrooms but because of the reduced number of machines that will be available, a strict 10-minute reserve time limit will be enforced, and the machine released for play if necessary. Reserve signs may not be used to play machines in other areas of the casino.

13. What if I have an expired slot ticket?

- a. Any slot tickets that expired after March 1st of this year may be redeemed at the cashier's cage until August 15th.

14. Are Table Games available?

- a. The variance to reopen the casino did not authorize Table Games at this time. This will be reevaluated in a few weeks according to the State.

15. What will happen to my tier level when I return?

- a. You will come back at the same tier level you were when we initially closed. Higher tiers may still be earned, but tiers will not lower until at least the end of September.

16. What happens to my Free Play and Comps?

- a. Any Free Play or Comps you had when we initially closed will be available to you when you return!

17. I had a birthday during the casino closure. Can I still get a birthday prize?

- a. Absolutely! If you were not able to redeem your birthday prize due to the casino closure, just stop by the Players Club to spin the wheel for a prize!

18. I won something on Facebook. How do I redeem it?

- a. Just stop by the Players Club to redeem any Facebook prizes.
- b. For Scratch and Win prizes, please make sure you know the email address you used to sign up.

19. I signed up for Wildwood Perks. How do I redeem my Free Play?

- a. Just stop by the Players Club or Ambassador Booth, show us the app on your phone, and we'll load \$5 Free Play to your players card.

20. What are the restaurant hours?

- a. Joe's Diner will be open its normal hours, Sunday-Thursday from 6am-midnight and open Friday-Saturday 24 hours. Woody's Sports Bar and Grill will still be open Friday, Saturday, and Sunday.

21. Are minors allowed to eat in the restaurant?

- a. Unfortunately, no one under 21 years of age will be allowed in the restaurants at this time and all visitors must pass through a check station before entering the building. Joe's take-out will be available during normal restaurant hours and a side door available to pick up orders.

Please visit WildwoodCasino.net/clean for more information.