



# GUEST AND TEAM MEMBER SAFETY GUIDE



## **GUEST AND TEAM MEMBER SAFETY**



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## SYMPTOM AWARENESS

Protocols are in place to monitor symptoms.

- If a guest is seen exhibiting COVID-19 symptoms while at Mohegan Sun, team members will follow the appropriate actions, including asking the guest to return when they feel healthy



# PHYSICAL DISTANCING

A number of measures will be in place to ensure a safe social distance throughout every area of Mohegan Sun.

- Seating at table games will be arranged to allow for safe distances between players
- Dealers at games without seating will help guests maintain safe distancing
- Temporary plexiglass will be placed at transactional locations
- Every other Player's Club Kiosk will be available for use



# SANITIZING AND HAND WASHING

Sanitizing stations and reminders will make it easy for guests and team members to clean common areas.

- Hand sanitizer stations will be easily accessible through the entire property
- All table games will have hand sanitizer stations for use during play
- Disinfecting wipes will be located throughout the gaming floor, and guests will be encouraged to wipe down slot machines, chairs and rails before play
- Signs throughout the property will remind guests and team members to use the disinfecting stations and to wash their hands on a regular basis



### FACE MASKS

All unvaccinated team members will wear masks and gloves in approved areas. We will be continuously updating our guest mask policy in accordance with the guidelines set forth by the Tribal Health Department, the State of Connecticut and the Department of Public Health. Currently:

- It is mandatory for unvaccinated guests to wear face masks
- Reusable masks will be available for purchase (including masks sized for children) and disposable masks will be available for no charge



# ADDITIONAL CLEANING AND DISINFECTING MEASURES

In addition to measures taken by guests and other employees, our dedicated cleaning team will be increasing cleaning and disinfecting measures throughout the property.

- The frequency of cleaning and disinfecting in all areas will be increased. This includes but is not limited to all gaming areas, public seating areas and restrooms
- Cleaning and disinfecting logs will be recorded
- All team members will be issued cleaning and disinfecting products for regular cleaning of their work areas
- Elevator buttons will be cleaned and disinfected once an hour
- Escalator handrails will be cleaned and disinfected once an hour
- Stairwells will be cleaned on every shift
- Additional 64 air handling systems with UVC emitters will be installed
- All ventilation systems will be set to 100% outside air and 100% exhaust air in order to achieve the highest possible air exchange rate inside of all areas of our property
- All air handlers and duct work throughout the complex have been completely fogged with disinfectant





# TEAM MEMBER TRAINING

Our team members are all committed to keeping Mohegan Sun a fun and safe place for you to play. We have been undergoing rigorous safety training and have made it a top priority to stay up to date on changing protocols.

- Training includes a video on personal safety measures to keep themselves and our guests healthy
- Detailed information about cleaning and disinfecting initiatives will be provided
- The same health and safety procedures, including cleaning and physical distancing, will be followed in back-of-house areas





## OPERATIONAL MEASURES

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### GAMING

- All team member workstations will be disinfected at least every four hours
- Every physical touch point on all games will be disinfected at every dealer change
- Playing card changes:
  - Blackjack will be changed daily
  - Novelty games will be changed every four hours
  - Midi-Baccarat will be changed every shoe
  - Mini-Baccarat will be changed daily
  - Pai Gow Tiles will be cleaned and disinfected at every dealer change
- No physical tapping out will happen at dealer change
- Hand sanitizer will be provided on all tables
- Poker Room safety measures:
  - Seating will be restricted to a maximum of nine players per table
  - Cards will be removed and sanitized on a regular basis
  - Spectators are not permitted
  - Food will not be permitted
  - Guests must purchase buy-in at cage (first buy-in only)
  - Call-ins are allowed after 10:30am
  - Dinner reseating will be 1½ hours midweek (Mon-Thu) and 2 hours on weekends (Fri-Sun)  
(Players will be placed 2nd on list upon return)
  - Last hand will be called at 1:30am



# TRANSPORTATION AND ARRIVAL

- No shuttle buses will be in operation for guests or team members
- Limos will be disinfected after each run
- All push-button operating doors will be placed in the hold open setting and signs will direct guests toward open doors
- Select coat checks will be open for scooter and wheelchair rental only
- All scooters and wheelchairs will be disinfected after each use



### HOTEL

- All guests and team members will be asked to follow physical distancing measures throughout the hotel towers
- Hotel keys will be disinfected before check-in
- Bell carts will be disinfected after each use
- Turn-down service will not be available, and housekeeping during multiple-night stays will be available only upon request
- Magazines and books will be removed from all rooms
- Additional pillows and blankets will be removed
- The Earth Tower Pool and Fitness Center has reopened to the public as of Monday, February 21st
- Thorough disinfecting measures will be instituted during room turnover in accordance with our normal practice and fogging will be utilized in every room after guest check-out





# FOOD AND BEVERAGE

- No self-service food or drink stations
- Display menus will be used whenever possible. If multiple use menus are needed they will be disinfected after each use
- POS devices will be disinfected on a regular basis and all efforts will be made to assign a POS device to a single Team Member
- Check presenters will be disinfected after each use
- Kitchen staff will be reduced to allow for physical distancing
- Each table will be disinfected after each use
- Reservations will be utilized whenever possible. In situations where there is walk-in dining, social distancing markers will be used to prevent crowding at the host station
- In-room dining will be left outside of the hotel room, and guests will be asked to leave the dining set-up outside of their room when finished



### SMOKING

- At this time, smoking will not be permitted indoors. Guests will be able to smoke in approved outdoor smoking areas
- After returning from smoking, guests will be asked to use hand sanitizer
- For the safety of everyone, team members have been asked not to provide services to guests who are presently smoking





Mohegan  
Tribe



Mohegan  
Gaming &  
Entertainment