GUEST AND TEAM MEMBER SAFETY GUIDE

Mohegan Sun
a world at play

Mohegan Tribe

Mohegan Gaming & Entertainment
A MESSAGE FROM MOHEGAN LEADERSHIP

As we reflect on the challenges of the past year, we would like to extend our gratitude and appreciation to our guests, team members and the Mohegan Tribe in their continued support of Mohegan Sun.

When we reopened our doors in June 2020, we did so with confidence in our ability to provide the highest level of safety and security for our guests and team members. Our efforts both on the floor and behind the scenes were a product of extensive planning, training and execution by our team members in coordination with guidance from our Tribal Health Department. We continue to operate with these highest levels of safety and security standards, and are committed to maintaining a safe environment going forward.

As the availability of vaccinations continues to grow, we want to assure our guests that we remain committed to the following policies and procedures:

Temperature Screenings will remain at all property entrances
Masks and Face Coverings will continue to be required for UNVACCINATED persons on site
Continue to maintain safe physical distancing measures
Enhanced cleaning and sanitizing procedures will continue
Hand Sanitizer and Sanitizing Wipes will continue to be made available at many locations across property

We understand it has likely been difficult for our guests to return or to visit us as often as they would have liked. We thank them for their continued loyalty and look forward to welcoming many more of our guests back in the near future.

From all of us, muykuhkukw qa wuyámukw (Be strong and be well).

James Gessner
Chairman, Mohegan Tribe

Ray Pineault
Interim Chief Executive Officer, Mohegan Gaming & Entertainment

Jeff Hamilton
President & General Manager, Mohegan Sun
TEMPERATURE AND SYMPTOM AWARENESS

A simple, non-invasive temperature check will be performed on all guests and team members as they enter the property, and protocols are in place to monitor symptoms.

- Any person with a temperature reading higher than 99.9 degrees will be re-tested to confirm
- If the reading is still high, guests will be asked to return when they feel healthy and will be reminded to follow up with their health care provider
- 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.

- In most instances, every other slot machine will be turned off. In certain areas, two slot machines will be turned off, leaving the third available, for physical distancing.
- 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.
- Markers will remind guests to maintain distance throughout the property, especially in areas where lines are common.
- Temporary plexiglass will be placed at transactional locations.
- Every other Player’s Club Kiosk will be available for use.
- Signs on elevators will encourage guests and team members to practice physical distancing, including a recommended limit of six riders per car.
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 Heath 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 at the property entrance
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
GAMING

- Signs will remind guests to clean their gaming position with the wipes provided before beginning play at all table games and slot machines
- Team members will remind guests to clean their play areas before joining a game
- All team member workstations will be disinfected at least every four hours
- Roulette ball will be replaced and disinfected with every dealer change
- Every physical touch point on all games will be disinfected at every dealer change
- At all craps tables, the box person will clean the dice with each roller 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
- Chips will be disinfected before reopening and regular disinfecting will be reviewed
GAMING

- Poker Room safety measures:
  - Seating will be restricted to a maximum of seven 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)
  - Table changes will not be permitted until further notice
  - 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

- All Valets will be closed, but guests will be able to drop their luggage at the hotel port before self-parking
- No shuttle buses will be in operation for guests or team members
- Doormen will not be opening car doors during arrival or departure
- 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
• Earth Tower pool and gym will be closed
• 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
- Tables will not be set until guest arrives at the outlet
- Kitchen staff will be reduced to allow for physical distancing
- Each table will be disinfected after each use
- Signage will be erected after a table is disinfected before the next seating
- 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
- Plexiglas will be erected at host stations
- 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
- Lounges will provide grab-and-go and full-service stations only
SMOKING

- During initial opening, 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.
ENTERTAINMENT AND LARGE EVENTS

- Mohegan Sun Arena and Wolf Den are open with limited capacity