GUEST AND TEAM MEMBER SAFETY GUIDE
A MESSAGE FROM MOHEGAN LEADERSHIP

First, we hope that you and your families are safe and well. The past few months have presented each of us with hardships that seemed unfathomable just a short time ago. But these hardships have also presented us with an opportunity to come together as one community. It has also made us appreciate life’s simple moments. While no one knows how long it will take for things to get back to ‘normal,’ we are here, prepared and ready to welcome you back.

Our team has tirelessly been working around the clock to develop and implement first-in-class standards and safety measures consistent with or exceeding guidelines by state and federal officials. These measures, which you will find below, have been endorsed by our Chief Medical Director and Tribal Health Department. We will continue to moderate and make changes as necessary to our procedures based off their guidance to ensure the highest level of safety for our guests and team members. This guidance and level of standards will be implemented at all seven resort destinations in North America operated and managed by Mohegan Gaming & Entertainment, some of which have already begun to reopen.

As we prepared to slowly reopen our doors in a phased approach at Mohegan Sun, things began to look a little different. To ensure we are cautious and appropriate with our approach, not all portions of the resort will be operational during the first phase. While we understand that the continued closure of some of these experiences may be inconvenient, we look forward to reopening them when the time is right. Our number one priority is the safety and well-being of all guests visiting Mohegan Sun as well as the health of all our passionate and dedicated team members.

We are thankful for our 6,500 team members, who are an extension of our Mohegan family, for their tireless efforts today and every day. We appreciate your continued loyalty and look forward to welcoming you back soon.

From the Mohegan Tribe, Mohegan Gaming & Entertainment and Mohegan Sun family, muykuhkukw qa wuyâmukw (Be strong and be well!).

James Gessner
Chairman,
Mohegan Tribe

Mario Kontomerkos
Chief Executive Officer,
Mohegan Gaming & Entertainment

Jeff Hamilton
President & General Manager,
Mohegan Sun
GUEST AND TEAM MEMBER SAFETY

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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 100.2 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.

• Every other slot machine will be available for play
• 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 a six-foot 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 four riders per car
• Every other sink and urinal in all restrooms 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 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 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
OPERATIONAL MEASURES

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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
• The Poker Room will be closed
• Race Book will be closed
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
- Every other check-in station will be available
- 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
- Pools, gyms and spas will be closed
- Thorough room disinfecting measures will take place between guests, including fogging where necessary
- Ice machines will not be available until further notice
FOOD AND BEVERAGE

• Open restaurants and bars will reduce seating to allow for physical distancing during dining
• Season’s Buffet will be closed
• Lounges will provide grab-and-go and full-service stations only
• Multiple-use menus will be disinfected after each use
• Point-of-sale devices will be disinfected on a regular basis
• Condiments will be served in single-use containers
• Check presenters will be disinfected after each use
• Tables will not be set until guests arrive
• 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
• All casino floor beverages will be served in disposable containers
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

- For the time being, we will not be hosting any events in our entertainment venues
- We will be following the current max gathering numbers set forth by the CDC and will not host any large events that are not in compliance