

## Four Queens Hotel & Casino Health and Sanitation Guidelines

### Employees and Guest Health

The health and safety of our employees and guests is our number one priority.

### Temperature Check Points

Signage has been posted that detail the symptoms of Covid-19. If a guest answers yes to any of the posted questions, they will be required to leave the premises. Temperature checkpoints have been placed at our employee entrance. Employees confirmed to have a temperature of over 100.4° are not permitted access. Employees have been given clear instructions on how to respond swiftly and appropriately to all presumed cases of COVID-19 infection on property in accordance with local guidelines, and they will be ready to provide full support to our guests addressing any health concerns.

### Physical Distancing

Guests are advised to practice physical distancing by standing at least six feet away from any guests that are not part of their party while standing in lines, using elevators, or moving around the property. Restaurant tables, slot machines and other physical layouts have been arranged to ensure appropriate distancing. Employees have been reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All property outlets will comply with local or state mandated occupancy limits. Any area where guests or employees queue have been clearly marked for appropriate physical distancing.

### Signage

There are health and hygiene reminders throughout the property. Signage located throughout the property are also used for messaging and communication.

### Hand Washing & Hand Sanitizer

Hand sanitizer dispensers have been placed at key guest and employee contact areas such as reception areas, hotel lobby, the casino floor, restaurant entrances, cages, and ATMs. Proper hand washing with soap and correct personal hygiene is vital to help combat the spread of virus. All employees have received proper personal hygiene training and have been instructed to wash their hands with soap regularly (for 20 seconds).

## COVID-19 Training

All employees have received COVID-19 training focusing on safety and sanitation protocols. Employees with frequent guest contact including Food & Beverage, Housekeeping, Facilities, Hotel Operations, and Security have received additional comprehensive training.

## Personal Protective Equipment (PPE)

Appropriate PPE is worn by all employees based on their role and responsibilities and in adherence to CDC and/or state and local regulations and guidance. Training on how to properly use and dispose of PPE has been provided.

## Guests

All guests over age 10 are required to wear masks while in the property. Masks are available at the security podium on the casino floor, table games, hotel front desk, retail outlets, and the parking garage booth. Valet and bell service will be suspended until further notice. Limousines will be cleaned before and after each use.

Please note that the CDC advises that older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness from COVID-19. Guests should evaluate their risk in determining whether to visit. People who show no symptoms can spread COVID-19 if they are infected. Any interaction with the general public poses an elevated risk of being exposed to COVID-19.

We cannot guarantee that you will not be exposed during your visit. We appreciate your cooperation during this unprecedented time. For more information, please visit [CDC.gov/coronavirus](https://www.cdc.gov/coronavirus)

## Hotel Guest Elevators

Employees clean and disinfect button panels frequently. Signage is posted in elevators on safe elevator operation. Hand sanitizer is located in elevator lobby. No more than four guests not from the same party will be allowed in an elevator.

## Cleaning Products and Protocols

Four Queens Hotel & Casino uses cleaning products and protocols, which meet CDC and EPA guidelines and are approved for use against viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

## Public Spaces

The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, dining surfaces and seating areas.

## Guest Rooms

CDC and EPA approved cleaning and disinfecting protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. All linen will continue to be washed at a high temperature and with appropriate cleaning products in order to eliminate viral and bacterial pathogens.

## Physical Distancing

All casino games and slot machines are operated within the most current requirements from Nevada Gaming Control Board and Southern Nevada Health Authorities recommendations.

## Conclusion

Four Queens Hotel & Casino is closely monitoring government policy changes, Center of Disease Control (CDC) guidelines, government mandates, and public and public health updates and continue to make changes as necessary or appropriate to our protocols and procedure.