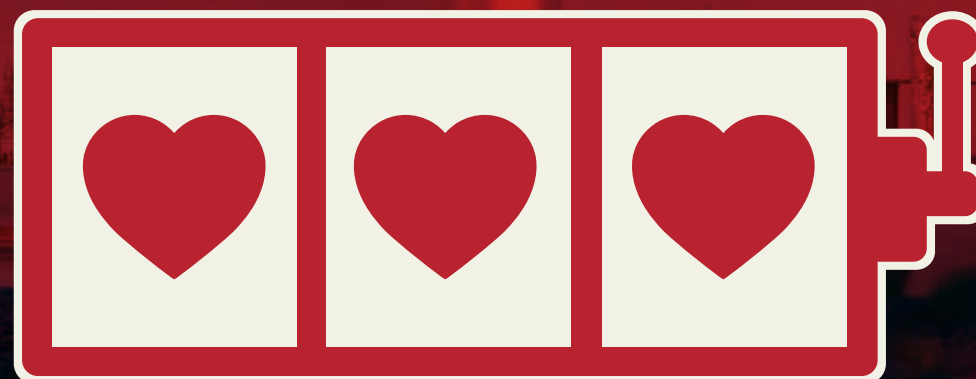




**GRATON**  
RESORT & CASINO™

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HEALTH & SAFETY GUIDELINES

# Guest & Team Member Health

THE HEALTH AND SAFETY OF OUR  
GUESTS AND TEAM MEMBERS IS  
OUR ULTIMATE PRIORITY.

## **THERMAL CAMERAS**

Graton Resort & Casino is screening both guests and team members at our property. Points of entry may be limited to allow our security team to conduct non-invasive temperature checks utilizing thermal cameras. Anyone displaying a temperature of 100.4°F (38°C) or higher will be taken to a private area for a secondary temporal temperature screening. Guests or team members confirmed to have a temperature over 100.4°F will not be allowed entry to the property and will be directed towards appropriate medical care.

## **PHYSICAL DISTANCING**

Guests and team members are advised to practice physical distancing. Guests should stand at least 6 ft away from any guests that are not part of their party at all times. Slot machines, restaurant tables, and other physical layouts have been arranged to ensure appropriate distancing. Team members will be reminded to practice physical distancing by standing at least 6 ft away from guests and other team members whenever possible.

## **HAND SANITIZER**

Hand sanitizer dispensers, touchless whenever possible, are located at key guest and team member entrances and contact areas such as the hotel lobby, the casino floor, restaurant entrances, elevator landings, pools, salons and exercise areas.

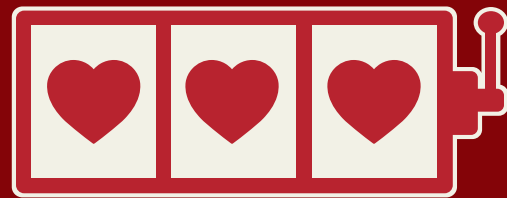
## **ELECTROSTATIC SPRAYERS**

Graton has purchased electrostatic sprayers for an additional level of disinfection and sanitation throughout the property.

## **HEALTH & SAFETY REMINDERS**

Property wide signage has been installed to help guide guests and team members.

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#### **GUEST & TEAM MEMBER HEALTH CONCERNS**

Our team members have been given clear instructions on how to respond swiftly and appropriately to report all presumed cases of corona virus infection on property in accordance with local guidelines, and they are ready to provide support to our guests addressing any health concerns. Team members are reminded to stay home if they do not feel well. Team members are also instructed to contact a manager if they notice a coworker or guest with respiratory symptoms (e.g. cough, shortness of breath).

#### **CASE NOTIFICATION**

If we are alerted to a case of COVID-19 at the property or if the local health authorities seek assistance with aggregate data sharing or contact tracing, we will work with the local health authorities and follow the appropriate steps to take with guests. We will conduct an additional cleaning and disinfecting protocol of all areas that the guest has been during their stay.

# Team Member's Responsibilities

GRATON TEAM MEMBERS ARE THE FIRST LINE OF DEFENSE FOR AN EFFECTIVE SANITATION AND HEALTH PROGRAM.

## **HAND WASHING**

Proper and frequent handwashing with soap is vital to help combat the spread of the virus. All team members will wash their hands regularly (for 20 seconds), or use sanitizer when a sink is not available. For this purpose, "regularly" means, at a minimum, at the start of a shift, at each break and at several times during their shifts. Team members will receive proper hygiene training and that training will be reinforced on a regular basis.

## **COVID-19 TRAINING**

All team members have received training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Internal Maintenance, Hotel Operations and Security.

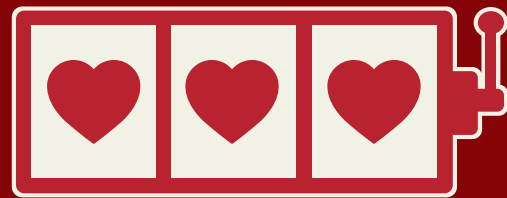
## **PERSONAL PROTECTIVE EQUIPMENT (PPE)**

Appropriate PPE will be worn by all team members based on their role and responsibilities and in adherence to state, local and/or tribal regulations and guidance. Training on how to properly use and dispose of all PPE will be provided.

## **DAILY PRE-SHIFT/HUDDLES**

Team member huddles will be conducted virtually or in areas that allow for appropriate physical distancing between team members.

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## The Guest Arrival

### **21 & OVER POLICY**

All guests must be 21 years or older to enter Graton Resort & Casino, this includes the hotel and all restaurants.

### **FACE MASKS**

Guests and team members are required to wear a mask. Guests will need to remove masks briefly for identification purposes before entering. The face masks listed below are no longer allowed:

FACE COVERINGS WITH VENTS OR VALVES

BANDANAS

NECK GAITERS

### **ELEVATORS**

No more than four guests will be permitted per elevator. Signage will be posted regarding safe elevator operation and hand sanitizer dispensers are available at all elevator landings.

### **SOME AMENITIES MAY NOT BE AVAILABLE**

Hotel Pool, Fitness Center, Business Center, and Valet are temporarily suspended. Please be prepared to self-park.

# Cleaning Products and Protocols

OUR PROPERTY USES CLEANING PRODUCTS AND PROTOCOLS WHICH MEET EPA GUIDELINES AND ARE EFFECTIVE AGAINST VIRUSES, BACTERIA AND OTHER AIRBORNE AND BLOODBORNE PATHOGENS. WE ARE WORKING WITH OUR VENDORS, DISTRIBUTION PARTNERS AND SUPPLIERS TO ENSURE AN UNINTERRUPTED SUPPLY OF THESE CLEANING SUPPLIES AND THE NECESSARY PPE IS AVAILABLE.

## **PUBLIC SPACES**

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counter, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and restaurant menus.

## **GUEST ROOMS**

CDC and OSHA approved cleaning and sanitizing 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 controls and flooring.

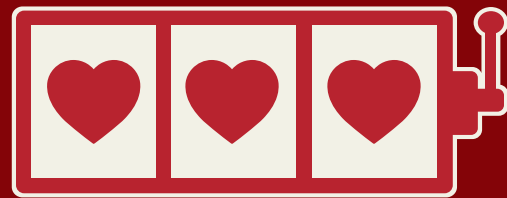
## **LINEN**

All linen will continue to be washed at a high temperature and with appropriate cleaning products in order to eliminate viral and bacterial pathogens.

## **TEAM MEMBER AREAS**

The frequency of cleaning and sanitizing has increased in high traffic areas with an emphasis on the team member dining room, team member entrance, uniform conveyor doors, team member restrooms, loading docks, offices, kitchens, security scanning podiums, human resources lobby and training room.

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#### **SHARED EQUIPMENT**

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new team member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen gadgets, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the property.

#### **ROOM RECOVERY PROTOCOL**

In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and consistent with guidance of local health authorities.

#### **AIR FILTER AND HVAC CLEANING**

The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

# Physical Distancing

THROUGHOUT THE PROPERTY WE  
WILL MEET OR EXCEED STATE  
AND LOCAL HEALTH AUTHORITY  
GUIDELINES ON PROPER  
PHYSICAL DISTANCING.

## **QUEUING**

Any area where guests or team members queue will be clearly marked with signage and floor guides to ensure proper physical distancing.

## **HOTEL FRONT DESK**

Appropriate distancing will be maintained between team members whenever possible, consistent with CDC and/or state, local and tribal guidance.

## **RESTAURANTS & BARS**

Reduced seating capacities in accordance with CDC and/or state, local, and tribal guidance to allow for appropriate distancing between each table and between guests.

## **SLOT OPERATIONS**

Slot machines will be arranged to allow for appropriate distancing. Guests will be discouraged from congregating around slots.

## **TABLE GAMES OPERATIONS**

Table games will have a limited occupancy based on game type. Guests will be discouraged from congregating around tables.

## **SALES & CATERING**

Will be suspended until further notice.

## **GIFT & LOBBY SHOPS**

Guest occupancy limits will be enforced to allow for appropriate distancing in both retail spaces.

## **POOL AREA**

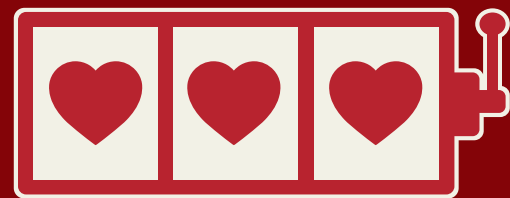
Seating will be configured in a manner consistent with CDC and/or state, local and tribal requirements to allow for appropriate distancing. Reservations should be made in order to pre-set the deck for groups.

## **TEAM MEMBERS**

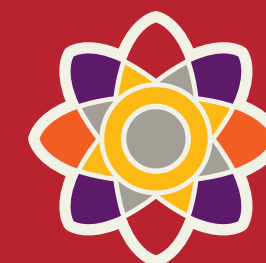
Physical distancing protocols will be used in the team member dining rooms, uniform control areas, training room, shared office spaces, time clocks and other high-density areas in order to ensure appropriate distancing between team members.



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