

# AMERICAN RACING & ENTERTAINMENT HEALTH & SANITATION PROGRAM

This operating plan presents what we will do to keep our guests, employees, and community safe. We are closely monitoring Governor Cuomo's executive orders as well as guidelines provided by the Centers for Disease Control (CDC) and other public health officials.

We will continue to refine and update the plan as we are provided more direction from government officials. This plan is a working document that will be informed by the latest requirements and guidance from local authorities and medical experts, and will be revised as the threat of COVID-19 subsides.

## **PHASED APPROACH**

American Racing & Entertainment will employ a phased approach based upon developing data from health and government officials.

## TIOGA DOWNS CASINO RESORT

### 1 Employee & Guest Health

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

**Hours of Operation.** Initially the casino hours will be adjusted:

Sunday – Thursday .....9am – 12am

Friday & Saturday .....9am – 2am

**Temperature Checks.** Points of entry will be limited to allow our security team to conduct non-invasive temperature checks. Employees or guests confirmed to have a temperature over 100.4°F will not be permitted to enter the property. Guests will be advised to seek appropriate medical attention. Employees will be sent home for a minimum of three calendar days and will be required to produce a doctor's release before returning to work.

*NOTE: We will continue to assess developing technology for non-invasive thermal cameras.*

**Physical Distancing.** Guests will be advised to practice physical distancing by staying an appropriate distance away from other groups of people while standing in lines, using elevators or moving around the property. Restaurant tables, slot machines and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing from guests and other employees whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.

**Queuing.** Queuing lines will be utilized as appropriate across the property.

**Plexiglass Barriers.** Plexiglass barriers/shields will be installed at the Cage windows, Mutuels windows, Simulcast windows, Tioga Rewards® Players Club booth and Hotel Front Desk.

**Hand Sanitizer.** Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas. Additionally, upon reopening, we will distribute 10,000 personal 3.4 ounce bottles of hand sanitizer gel.

**Front and Back of the House Signage.** There will be health and hygiene reminders throughout the property. Electronic signs throughout the property, including Table Games, will also be used for messaging and communication.

### 2 Employee's Responsibilities

ARE Employees will be integral in executing an effective sanitation and health program.

**Employee COVID-19 Testing.** Prior to returning to work, all employees will have to pass a COVID-19 antibody test administered by a health professional. Any employee that tests positive will then be required to pass a COVID-19 viral test before returning to work.

**Employee Entrance.** All employees will be required to use a single entrance, where a temperature check/questionnaire will be administered to each employee upon arrival.

**Hand Washing.** All employees will be instructed, at minimum, to wash their hands (for 20-seconds), or use sanitizer when a sink is not available, every 60 minutes.

**COVID-19 Training.** All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact.

**Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all employees based on their roles and responsibilities. Training on how to properly use and dispose of all PPE will be provided.

**Timekeeping.** As possible and appropriate, departments will stagger employee arrival times to minimize traffic congestion back of house. Hand sanitizer will be available at each time clock and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed.

### 3 Guest Considerations

#### Guest Arrival

A security officer will greet each guest to the casino. Guests will be screened and asked to use hand sanitizer and to wear a mask (which will be provided if the guest doesn't have one). Guest must wear face coverings at all times except when dining, provided that the guest is able to medically tolerate such coverings. Guests confirmed to have a temperature over 100.4°F will not be allowed entry to the property and will be advised to seek appropriate medical attention.

*NOTE: In the event that there is a spike in a particular zip code, we will not allow guests from that zip code to enter the property.*

We will have only two Points of Entry for our guests:

- Hotel Main Entrance. We will have clearly marked signage and queuing in the hotel lobby. This entrance is for Hotel Guests only.
- Garage Entrance. We will install a Security Check Point at the garage entrance, adjacent to P.J Clarke's. This will be the only entrance leading to the casino floor, simulcast, Mutuels, and operating food outlets. Queuing will be clearly marked. A separate exit will be provided in the rotunda.
  - Casino Floor. Entry to the Casino Floor will be restricted to the rotunda entrance. Security will have an additional check point at this entrance to verify guests' age and to monitor/regulate head count on the Casino Floor.

### 4 Cleaning Products and Protocols

We use cleaning products and protocols that are approved for use against viruses, bacteria and other pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE. Additionally, we have engaged a top-tier sanitation consultancy to help implement and measure best practices.

**Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing has been increased across the property with an emphasis on frequent contact surfaces.

**Guest Rooms.** Cleaning and sanitizing protocols are used to clean guest rooms, with particular attention paid to high-touch items.

**Laundry.** All bed linen and laundry will be changed and washed daily. Dirty linen will be safely secured while being transported to the laundry facility.

## 5 Physical Distancing

Throughout the resort we will meet or exceed health authority guidelines on proper physical distancing, using a mix of various physical distancing materials including floor markings, stanchions, signage, and face-to-face directions.

**Queuing.** Any area where guests or employees queue will be clearly marked for appropriate physical distancing.

**Hotel Front Desk.** Representatives will utilize every other workstation to ensure separation between employees whenever possible. Plexiglass barriers will be installed at the Hotel Front Desk.

**Food Outlets and Bars.** Restaurants and bars will implement seating protocols to allow for appropriate distancing between each seated group. Food will be served in disposable containers with prepackaged condiments and prepackaged disposable utensils.

- a. Initially we will open with P.J. Clarke's only. While guests may choose to sit indoors, we will encourage them to use the patio.
- b. Once gaming is allowed to proceed, we will open additional food outlets as appropriate – Coasters Sports Bar, Java G's, Mr. G's, County Fair Buffet and Virgil's. The Carousel Bar and Sideshow Lounge (on the casino floor) will also be open.

**Slot Operations.** Slot machines will be turned off and/or reconfigured with the chairs removed to allow for physical distancing as directed by authorities. Casino Supervisors and managers will ensure that guests do not congregate around slots.

**Table Games Operations.** In order to ensure the safety of both our guests and employees, we may delay the opening Table Games, thereby minimizing the potential risk associated with the close physical interactions inherent in playing Tables Games. Accordingly, we will open Table Games when appropriate. Poker will remain closed until all physical distancing restrictions are lifted.

**Mutuels/Simulcast.** Plexiglass barriers will be installed at both Mutuels and Simulcast. For Simulcast every other seat will be closed.

**Racing.** Limited Racing was introduced on June 7, 2020 without spectators. A live audience will be allowed when appropriate. Physical distancing guidelines will be implemented as approved.

**Sportsbook.** When allowed we will open the FanDuel® Sportsbook with the same safety precautions. Physical distancing guidelines will be implemented as approved.

**Tioga Rewards® Players Club Booth.** Plexiglass barriers will be installed at Tioga Rewards booth and every other service line will be closed. Queuing will be expanded and clearly marked. Physical distancing guidelines will be implemented as approved.

**Valet.** We will not offer valet service until given further guidance.

**Entertainment.** Initially we will not have live bands indoors at Sideshow Lounge, until given further guidance. We may elect to hold outdoor entertainment as approved.

**Meetings, Events, Bus Groups and Conventions.** We will follow all guidance and capacity protocols provided.

**Hotel Amenities.** Our hotel pools will be opened and operated according to the New York Department of Health guidelines issued on June 11, 2020. The arcade, Fitness Center and AgeLess Spa® will follow all guidance and capacity protocols provided.

**Elevators.** Signage will indicate that a maximum of four guests should occupy an elevator.

## VERNON DOWNS CASINO HOTEL

Vernon Downs will generally follow the same protocols as Tioga Downs, with the following changes.

### 1 Guest Considerations

#### Guest Arrival

A security officer will greet each guest to the property. Guests will be screened and asked to use hand sanitizer and to wear a mask (which will be provided if the guest doesn't have one). Guests confirmed to have a temperature over 100.4°F will not be allowed entry to the property and will be advised to seek appropriate medical attention.

We will have four Points of Entry for our guests:

- **Hotel Main Entrance.** We will have a single entrance with clearly marked signage and queuing in the hotel lobby. This entrance is for Hotel Guests only.
- **Casino Floor.** We will utilize the three current entrances to the Casino Floor.
  - **“Main” Casino Front Entrance**
  - **Hotel Hallway Entrance**
  - **Parking Garage Entrance**

**Food Outlets and Bars.** Initially we will open two food outlets – Triple 777 Café and Mr. G's Food & Spirits. Ring Eyed Pete's Bar (on the casino floor) will also be open. Restaurants and bars will implement seating protocols to allow for appropriate distancing between each seated group. Food will be served in disposable containers with prepackaged condiments and prepackaged disposable utensils.