



# RE-OPENING FAQs

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## Effective January 6, 2021

In New Brunswick, the Company has reopened its Casino New Brunswick property as part of New Brunswick's "COVID-19 recovery plan." The reopening of the property will be premised upon following prescriptive operational plans and protocols developed by the Company, including reduced facility guest capacity and the suspension of many amenities.

We appreciate your understanding during this unprecedented situation. In response to recent inquiries – we have generated a list of FAQ's below.

### **Q: WHAT TO EXPECT ON YOUR VISIT?**

Your Casino New Brunswick experience will look and feel very different than it did a few months ago, but our team members are ready and committed to you. We have limited our capacity and will offer slot machines and High Limit Table Games at this time in order to adhere to the physical distancing requirements issued by public health authorities. Your safety, security and comfort is our top priority.

### **Q: WHAT SAFETY MEASURES WILL YOU TAKE UPON RESUMING OPERATIONS TO PREVENT THE SPREAD OF COVID-19?**

The health, safety and well-being of our guests and employees is our top priority. We are working diligently to ensure we are prepared to safely return to operations. This means we are collaborating with our gaming regulators and provincial health officials to develop a comprehensive health and safety plan for all our sites so that you have peace of mind when playing at our properties. You can find more details on these plans located here.

### **Q. HOW HAS THE CLOSURE AFFECTED THE LOYALTY PROGRAM?**

The Loyalty Rewards tier status that you had prior to our casinos closing will remain intact. Loyalty points and existing comp balances on your account will not be expired.

Promotional offers such as slot play or match play and gifting offers issued prior to our March 16, 2020 closure are considered void.

### **Q: WHAT CAN I EXPECT FROM A GAMING EXPERIENCE?**

Our gradual reopen has expanded to see slot machines and High Limit Table Games. The Hotel, Buffet, Hub City Pub & Spa will not be open at this time.

### **Q: WHAT ARE YOUR HOURS OF OPERATIONS (EFFECTIVE DEC 1, 2020)?**

Our new hours of operation are seven (7) days a week from	10:00 AM – 2:00 AM
High Limit Table Games:	6:00 PM – 2:00 AM

### **Q: ARE FACE COVERINGS MANDATORY FOR EVERYONE?**

Face coverings are Mandatory for all Team Members and Guests. All consumption of beverage must be consumed in the Pub where you are permitted to remove your face covering.

### **Q: WHAT CONTACT TRACING MEASURES ARE IN PLACE?**

Identification will be required upon entering any Great Canadian facility for contact tracing purposes in the event an individual is diagnosed with COVID-19. By retaining contact information for each guest frequenting a facility, Casino New Brunswick can quickly and effectively support public health authorities identify others that may have come into contact with the diagnosed individual. Contact information will be retained for those purposes, and the retention period will be based on the PHO requirements.

### **Q: DO I NEED TO USE A PLAYERS CARD WHEN I AM PLAYING A SLOT MACHINE OR TABLE GAME?**

Yes, you will be required to insert your player's card when you are playing a slot machine or present it to the dealer when playing a table game. If you do not have one or have lost yours, you can visit the Cage to get a replacement. You can choose to opt-out of all marketing mailers at registration. Your safety and your security is our top priority.

**Q: WILL THE COMPLIMENTARY BEVERAGE STATIONS BE OPEN?**

No, complimentary beverages (coffee, tea, water, and soda) will be served seated in the Pub.