



# RE-OPENING FAQs

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## Effective December 1, 2021

As COVID-19 restrictions loosen, Casino New Brunswick will continue to protect its guests and team members. We will continue to take a cautious approach to reopening. Things may not look the same as when we left them in March of 2020, but we look forward to rebuilding. The safety and security of our guests and team members will remain our top priority.

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 are offering slot machines, Table Games, Hotel and the Hub City Pub. The buffet, poker room and Spa will remain closed at this time. Your safety, security and comfort is our top priority.

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

The health, safety and well-being of our guests and employees is our top priority. We have collaborated with our gaming regulators and provincial health officials to develop a comprehensive health and safety plan for our site, so that you have peace of mind when playing at our property.

### **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. We cannot offer extensions on promotional offers due to closures or travel advisories.

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

Our gradual reopening has expanded to see slot machines, Table Games, the Hotel and the Hub City Pub. The Buffet, Poker Room & Spa are not open at this time.

### **Q: WHAT ARE YOUR HOURS OF OPERATIONS?**

Our hours of operation are seven (7) days a week from

Table Games:

The Hub City Pub:

The Hub City Pub –Food Service:

10:00 AM – 2:00 AM

4:00 PM – 2:00 AM

12:00 PM – 1:00 AM

12:00 PM – 8:45:00 PM (Sun-Wed)

12:00 PM – 9:45:00 PM (Thu-Sat)

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

Face coverings are Mandatory for all Team Members and Guests. Facial coverings may be lowered to allow for temporary beverage consumption while seated at a slot machine or table. Facial coverings should be used while not actively consuming a beverage.

### **Q: WHERE DO I GET A PLAYERS CARD OR A REPLACEMENT CARD?**

You can sign up for a player's card at the Rewards Club or get one reprinted.

### **Q: IS THERE A SCREENING QUESTIONNAIRE TO ENTER?**

We have a passive simplified screening questionnaire. If you are sick or are required to self-isolate/quarantine, you are not allowed to enter the Casino.