



THE COSMOPOLITAN of LAS VEGAS

HEALTH & SANITIZATION GUIDELINES THE COSMOPOLITAN OF LAS VEGAS COMMITMENT

OUR ONGOING, DEDICATED COMMITMENT TO YOUR SAFETY AND WELLBEING

There is nothing more important than the health and safety of our guests, our CoStars and the Las Vegas community. As we welcome you back to The Cosmopolitan of Las Vegas, we have made an extensive range of enhancements to contribute to the wellbeing to all of those that visit the resort. While some of these changes may vary the experience and feeling you have become accustomed to in the past, it is with our commitment to your safety and security in mind that we have taken these advanced measures. The below is a summary of the updated standards designed to make your next visit with us a more reassured and protected experience.

OUR STANDARDS

An Important Note About Our Standards

Our new sanitization and safety standards were constructed in compliance with the standards set forth by the Centers for Disease Control and Prevention (CDC), Southern Nevada Health District (SNHD) and the Nevada Gaming Control Board (NGCB). In addition to our resort-wide standards, each department and team in the resort has adopted a specific set of standards focused on three key areas: 1) personal protective equipment (PPE) resources available for guests and CoStars, 2) cleaning and disinfecting measures, and 3) physical distancing protocol. Across the board, our standards meet or exceed current guidelines from all relevant organizations and authorities.

Hand Hygiene, Masks, and Gloves

Hand washing is one of the most important steps in preventing the spread of viruses. Our CoStars are instructed to wash or sanitize their hands after every physical guest interaction and we ask that our guests do the same.

Hand sanitizing stations have been placed throughout the resort including at all desks, podiums, counters, elevator lobbies, entrances, convention spaces, and throughout public spaces and the casino. Disinfectant wipes are also available throughout the casino and elevator lobbies to sanitize buttons.

CoStars and guests are required to wear masks at all times inside the resort. For guests with a confirmed medical condition that does not permit them to wear a face mask, complimentary face shields are available. Gloves are worn by CoStars in certain positions as required by local health authorities. Our CoStars are trained on the importance of wearing masks, washing and sanitizing their hands after every physical guest interaction, and wearing gloves when appropriate.

For our guest's convenience, we now provide an in-room amenity kit, including Personal Protective Equipment (PPE) and additional items to make you feel more reassured during your stay.

Cleaning and Sanitization

Advanced cleaning and sanitization protocols have been implemented resort-wide, all of which meet or exceed the standards set by local, state and federal authorities.

The frequency of cleaning and disinfecting has been increased resort-wide along with additional CoStars deployed throughout the resort to focus on the cleaning and sanitizing of high-touch and high-contact surfaces. These strict protocols also extend to our back-of-house CoStar spaces as well.

CDC and OSHA-approved cleaning and disinfecting protocols are used to clean guest rooms, with particular attention paid to high-touch items. All linen will continue to be washed at high temperature with appropriate cleaning products that eliminate viral and bacterial pathogens.

Physical Distancing and No Contact Services

Guests and CoStars are required to practice physical distancing by standing at least six feet away from other groups. This is especially important while standing in queues, using elevators and escalators, and when moving about the resort. As a resort, we have taken the necessary steps to ensure the layouts in our casino, restaurants, public spaces, and meeting rooms and convention spaces are in compliance with physical distancing standards as a means to keep our guests safe while enjoying the resort.

Temperature Checks

All CoStars are required to undergo a non-invasive temperature screening before beginning their work shift and entering the resort. Those with a temperature exceeding 100.4°F (38.0°C), showing signs of illness, or exhibiting flu-like symptoms will be required to seek immediate medical attention. Guests that suspect they may be at risk of COVID-19, or are experiencing the same

symptoms previously mentioned, will be provided with an onsite medical assessment and assisted in seeking immediate and appropriate medical care.

CoStar Health and Safety

In addition to thorough training on how to implement our new safety, cleaning and sanitization protocols, our team of CoStars have been trained on how to respond swiftly and appropriately to all presumed or confirmed cases of COVID-19 infection on property in accordance with all local, state and federal guidelines. CoStars are prepared and ready to provide support to any guest experiencing any health concerns, alongside access to a team of 24-hour medical professionals, should they be needed. Additionally, CoStars are asked to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with flu like symptoms.

While our team strives to make your stay as comfortable and enjoyable as possible, we are looking out in the best interests of our CoStars during this time as well. Ongoing and complimentary COVID-19 testing is provided to all of our CoStars along with paid quarantine leave. Additionally, CoStars are required to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with flu-like symptoms, or if they have been in contact with a guest or employee with a potential case of COVID-19. Additionally, we provide COVID-19 testing to all of our employees, along with paid quarantine leave.

COVID-19 Reporting, Notification, and Room Recovery Protocol

If we are alerted to a case of COVID-19 at the resort, we will work in conjunction with local health authorities to complete all appropriate steps with any impacted guests and CoStars. Additional cleaning and disinfecting measures in all areas that the guest was known to have accessed during their stay will be thoroughly conducted.

In the event a guest has a confirmed case of COVID-19, the guest's room will be removed from service and undergo enhanced sanitizing and cleaning measures. The room will not be returned to service until it is deemed safe.

Meetings and Conventions

Our meetings and conventions groups are important to us, and we have implemented new standards to ensure our guests have safe and healthy events while at The Cosmopolitan. Our detailed guidelines and recommendations for groups may be provided by your Hotel Sales and Convention Services contact.

- All floor plans are reviewed to ensure compliance with physical distancing protocols

- Public area furniture layouts will be modified to ensure compliance with physical distancing protocols
- The frequency of cleaning and disinfecting meeting and convention areas has been increased
- Hand sanitizing stations will be placed throughout the meeting and convention spaces
- Hand sanitizer dispensers will be available in all meeting rooms when in use
- During peak periods, attendants will regularly sanitize escalator handrails
- All vendors and contractors will be subject to temperature screening before beginning their shift
- All food served to attendees will be individually plated
- Coffee, snacks, and other break items will be attended to and provided by a resort attendant
- Self-serve buffet-style banquet service has been suspended and new menus are available

While we make every effort to keep the resort safe and sanitary for all of our guests at all times, we also look to our guests to use good judgement in sanitizing frequently, maintaining appropriate social distancing and seeking immediate medical assistance if they suspect they may have COVID-19 or are experiencing flu-like symptoms. The safety and security of our guests, CoStars and the Las Vegas community continues to remain our top priority. We look forward to welcoming you back to the resort soon.

Smoking

Guests are prohibited from smoking in all public walkways and resort corridors. If you wish to smoke, you are only permitted to do so in the designated areas listed below. While masks are mandatory inside of the resort, you may briefly remove your mask while actively smoking.

Designated locations where smoking is permitted:

- On the casino floor while seated at a table game with plexi-glass dividers
- On the casino floor while seated at a slot machine
- Seated inside The Cosmopolitan Race & Sports Book
- Seated inside of a lounge