



## SAHARA Cares

### UPDATES

- **9/29/2020** – Nevada Governor Sisolak adjusts COVID-19 statewide baseline mitigation standards, increases limit on gathering sizes. [Learn More](#)
- **6/24/2020** – Nevada Governor Steve Sisolak has issued a mandatory face covering policy for all Nevadans and visitors. [Learn More](#)
- Complimentary masks are available on property.



# Important Information For You

### **SAHARA Cares Mission**

Your health and safety are our priority. We care deeply about the well-being of our guests, team members and community. We are committed to creating a safe, clean environment that minimizes risk, using the most well-developed advice of public health and facility experts. You can take comfort in knowing that our enhanced COVID-19 sanitizing procedures go above and beyond our already rigorous standards. We are closely monitoring and applying procedural cleaning standards as provided by the Centers for Disease Control (CDC), Southern Nevada Health District (SNHD), World Health Organization, and the Nevada Gaming Control Board (NGCB).

### **Sanitization Products**

In addition to using specialized, CDC recommended disinfectants, we are applying BIOPROTECT™, an EPA registered, anti-microbial surface protectant to high-touch items like door handles, gaming chips, elevator buttons, and slot machine panels. This groundbreaking product contains no poisons or heavy metals but effectively aids in preventing microbial

contamination on surfaces for up to 90 days after application. These surfaces will still be continuously cleaned with disinfectant and BIOPROTECT™ will provide additional assurance that a surface is clean. You can learn more about BIOPROTECT™ here: <https://bioprotect.us/>.

# SAHARA Cares

**Your Guest Room** We have made enhancements to our already strict sanitizing practices. Guests can be assured their room has been thoroughly disinfected with special attention paid to areas of high contact including handles, water faucets, remote controls, toilet seats, countertops, furniture pulls, light switches, thermostats, clocks, phones, and flooring. Our fresh linens are laundered locally so we can ensure the best quality cleaning products and proper water temperature. Linens are never co-mingled with those of other major resorts. After each room has been cleaned, it is inspected for the proper health and safety requirements. Once the room is deemed cleaned to specifications, it will be considered sealed until the guest checks in. During their stay, guests can use our contactless-virtual concierge to request additional amenities, fresh towels, and trash removal.

**Casino** The live gaming experience will include less players on each game with the appropriate distance between games to ensure that we are complying with recommendations from the NGCB. Our leadership team will discourage unrelated parties from gathering in groups while still promoting a comfortable experience. To protect team members and other guests, players of live table games will be required to wear face masks and to step away from the game if they want to smoke. There will also be increased sanitization of table rails, chairs, dice, and chips in addition to changes in procedures to minimize player touching of cards. Hand sanitizer will be readily available for all. Guests can expect additional space between slot machines to ensure players have their own safety zone. Machines (including kiosks and ATMs) and chairs will be disinfected regularly and at any time, guests may request a machine to be sanitized while they wait to play by contacting one of our slot attendants by pressing the service button on their machine.

**Restaurants and Bars** Our culinary and sanitation teams follow strict guidelines that meet the requirements of the SNHD and the Food and Drug Administration. We have redesigned our menus and service practices to minimize guest risk such as eliminating reusable menus, utilizing single-use items when appropriate, and reducing touchpoints for payments. All restaurants and bars will have limited seating to permit appropriate distance between guests. After guests have completed service, their chair, table, and/or bar space will be disinfected and sanitized prior to the next guest's arrival.

**Meeting Spaces** Two women planning a meetingOur conference center will be completely sanitized prior to and throughout your event. Meetings and conference center events will include physical distancing based on recommended guidelines. We have many options for adjusting seating capacity to ensure safe space between guests. We also offer a variety of options for meal

service and coffee breaks that comply with local and state recommendations. Our dedicated sales team offers clients virtual support for tours, site visits, and overall planning needs.

**Air Quality** We have consistently prioritized the need to have fresh, circulating air for our guests and team members. We will increase the amount of outside air we bring into our ventilation system to “turn over” inside air more quickly, as well as continue our commitment to replace air filters on a regular basis. We will work closely with experts in HVAC as well as the state and local health officials to stay abreast of innovations and air quality data as it becomes available.

**Guest Use Items** Numerous hand sanitizer stations and disinfecting wipes will be available at entry points as well as throughout the property. Additionally, each restroom will have instructions posted regarding proper handwashing etiquette to reduce the risk of germs. For your convenience, complimentary face masks are available on property.

**Health and Hygiene Reminders** Guests can expect signage throughout the property and in the restrooms as reminders of proper handwashing, how to cover sneezes and coughs, personal mask and glove disposal, and reminders to minimize touching their faces.

**Social Distancing** Throughout the property, guests will see markers on the floor or stanchions to signify the amount of distance they should keep between other people not in their group. This will be expected in line queuing, as well as in the casino where guests might observe other guests playing slots or tables. We are also limiting the number of guests in smaller areas such as elevators, restaurants and retail stores.

**Temperature Checks** All hotel guests will have their temperatures checked prior to check in.

**Personal Protective Guards** Guests will see countertop plexiglass shields on property, including at the front desk, players club, casino cage, and the sportsbook. These will help protect guests and team members during face-to-face transactions. These protective guards will be disinfected regularly.

## **Team Members**

**Training** Our team members will receive full training and updates regarding COVID-19 cleaning and hygiene protocols as well as how to identify potential guest wellness concerns in their areas. In the event a suspected case is reported on property, team members will have clear instructions regarding their role and how to advance concerns.

**Temperature Checks** All team members and vendors will have their temperature checked as they enter the property. Anyone with a high temperature will undergo further assessment, be advised of appropriate medical care steps and must receive clearance before returning to work.

**Personal Protective Equipment** Team members will be provided with and required to wear face masks in adherence to local and state guidelines. For roles that require access to frequent touchpoints (public area department, housekeeping) or guests (security) team members will be provided gloves as well.

**Shared Equipment and Workstations** Changes will be made to minimize shared workstations and equipment as much as possible. For devices that must be shared, they will be cleaned and disinfected prior to the next person using the device. Team members will also clean equipment several times throughout their shift.

**Heart of the House** Behind the scenes, areas will be disinfected often and, like the main guest areas, with COVID-19 standards in mind. Team members will also continue to practice social distancing while on break and walking between areas of the property.