



**THE WIND CREEK**  
STANDARD



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# OUR COMMITMENT TO YOU

We will reopen our properties according to a very simple standard: The Wind Creek Standard. Put simply, we must be comfortable inviting our friends and family in the door, and comfortable with everyone who comes in our doors going home to our friends' and families' neighborhoods.

In order to meet this high standard while COVID-19 remains a reality, we have had to make many changes to the Guest experience, and we fully expect to make further changes as we adapt to this unpredictable situation.

You can expect that the sanitation and disease-mitigation practices of our casinos, hotels, restaurants and facilities will meet regulatory requirements as well as recommendations of the CDC, Tribal and local public health officials—and in many cases, well exceed them in order to meet our own standard.

We're aware that other places you can go might have different standards. While we wish as much as everyone else that we could throw open our doors and operate as normal, doing so doesn't just jeopardize public health—it jeopardizes economic health, too. We want to be able to stay open, and we want every other business in our communities to be able to do the same. So until normal returns, we greatly appreciate your abiding by our new procedures.

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## AT A GLANCE: WHAT YOU NEED TO KNOW

If you love reading long documents about COVID-19 policies, skip these quick bullet points and read the long version below! For the rest of you, here are the biggest changes to the Guest experience that we think you'll want to know before you head our way:

- **WALK-UPS AND RESERVATIONS:** You can always try your luck and just walk-up. But because of our new capacity restrictions on the gaming floor, we're also allowing reservations for entry into the casino floor. Note that these reservations are separate from hotel, restaurant, spa or other reservations.

Booking time to come play at Wind Creek works a lot like a restaurant: if you want to be sure you'll get in, secure a reservation at [WindCreekCasino.com](https://www.windcreekcasino.com), through the WindCreekCasino App, by calling our reservation line (866) WIND-360 (866-946-3360) or through a casino host. Or if you're feeling lucky, you can walk up any time, but you may have to wait. We're doing this in order to make sure our property capacity stays well below the limits. Fewer people in the building makes it harder for viruses to spread, so we'll take this very seriously.

- **FACE COVERINGS WILL BE REQUIRED:** If anyone understands odds, trust us, it's us. So if face coverings weren't so effective, we wouldn't require them. They might be annoying to wear, but they're among the absolute most effective means of stopping the spread of COVID-19. And therefore, all Guests, Team Members and visitors will be required to wear face coverings or masks at all properties.
  - **REGULAR CLEANING AND DEEP CLEANING:** We will clean the gaming floor in sections, multiple times each day, allowing the remaining gaming floor open to play. You can watch our cleanings while you play. In addition, we will be deep cleaning overnight.
  - **SOCIAL DISTANCING AT ALL TIMES:** You'll need to keep 6 feet between yourself and other Guests, Team Members and visitors while you're on property, although if you come with a group (less than 4 people), you're fine to stay together. We have gone to great lengths to accommodate this need, including redesigning machine layouts, dining table spacing, queue area spacing and more.
  - **YOUR TEMPERATURE WILL BE CHECKED:** Be prepared for your temperature to be checked when you enter a Wind Creek property, or during your visit. If you have a fever, severe cough or feel sick in any way, please don't come until you feel normal.
  - **NEW SMOKING RESTRICTIONS:** Smoking will not be allowed on the casino floor, public spaces or public bathroom areas. The ONLY place it will be allowed is in designated smoking areas provided at each property.
  - **CLEANING & SANITIZATION:** From the hotel check-in desk and casino floor to restrooms, Guest rooms and dining locations, we have implemented CDC-recommended cleaning and disinfecting protocols, along with numerous hand-sanitization stations for Guests, Team Members and visitors throughout each property.
  - **FOOD & BEVERAGE:** Self-service has been discontinued in the buffets and disposable, single-use items will be implemented such as paper menus, utensils, wrapped straws and more in our quick service and our fast casual restaurants.
  - **WIND CREEK TEAM MEMBERS:** Team Members will have their temperatures checked before entering the property. Please know that they are adjusting to these new procedures just like you, and be patient while we work to provide the best possible experience while putting safety first.
  - **INCIDENT RESPONSE:** In the unfortunate event of a Guest or Team Member testing positive for the virus, our trained Team Members will implement enhanced sanitization and contact-tracing protocols.
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# CHANGES TO THE GUEST EXPERIENCE

We are making some adjustments to your Guest experience to assure that we can provide the best possible visit as our communities adapt to life with COVID-19. While on property, new protocols and rules will be widely and visibly displayed for your convenience. We ask that you please abide by any and all newly implemented procedures and policies for the health and safety of all Guests, Team Members and visitors.



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## CAPACITY & OCCUPANCY CONSTRAINTS

We're following the best guidance available to us so that Team Members, Guests and visitors can be as safe as possible. A key means toward that objective is to assure that we maintain 6 feet of space between each other as much as possible. Whether it's playing games or waiting in line, by limiting our capacity, we are trying to make sure that everyone has the space they need to keep at least 6 feet between themselves and everyone else.

In accordance with legal requirements, public health guidance and our own judgment on what will allow for proper social distancing, we have implemented limitations on total property occupancy. For your convenience, we're providing a reservations system that you can use to assure that you can walk onto our property, and we're providing multiple sessions per day so that more people can visit. If you don't make a reservation, you may still be able to get onto our property, but you may have to wait in line.



### FACE COVERINGS

For your health and safety, and that of the entire Wind Creek community, Guests, Team Members and visitors will be required to wear face coverings or masks at all properties. If a Guest arrives without a face covering, a disposable face covering will be available in return for a charitable donation for face coverings to local charities. Face coverings must be worn at all times other than when required for identification purposes or while dining. If a Guest, Team Member or visitor refuses to comply with wearing a face covering or mask, they will be asked to leave.



### TEMPERATURE CHECKS

To protect our Guests, Team Members and visitors, your temperature will be checked upon entry at all Wind Creek properties. It must be below the CDC-recommended 100.4 degrees in order to enter the premises. If you have a fever, severe cough or feel sick in any way, we ask that you please stay home until you feel well.



### SOCIAL DISTANCING

Social distancing is one of the basic means we have to mitigate the spread of COVID-19. Team Members will serve Guests and visitors at the CDC-recommended distance of 6 feet, and we ask that Guests also adhere to the same social distancing protocols. The number of chairs on the gaming floor will match the occupancy that is in effect for that session.

- Two unoccupied games must occur between each game in play. Guests can play the game in front of them and the games immediately adjacent to their game if they are at a bank of games. If a Guest is playing multiple games, location of the Guest's chair will determine where to count the unoccupied games. An aisle will count as two unoccupied games.
  - Guests waiting in lines must maintain 6 feet of space between each other. Markers on the floor will provide visual guidance.
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### RESTROOMS

Restrooms will be deep cleaned during each session period and entry doors will remain open to ensure enhanced ventilation. Each restroom will have an outside attendant limiting the number of Guests at one time, every other stall or urinal will be closed, and restrooms will be power washed once per day focusing on primary contact areas.



### GROUPS

Guests can play together and wait in line together, but groups should not exceed four people. Unoccupied game spacing will be counted between the group and the next person or group. Line spacing will be counted between the group and the next person or group.



### SMOKING

As smoke particles carry the COVID-19 virus and allow it to remain airborne for longer periods of time, smoking will ONLY be allowed in designated smoking areas provided at each property. Smoking will not be allowed on the casino floor, public spaces or public bathroom areas.



### FOOD & BEVERAGE

Self-service has been discontinued in the buffet and disposable paper menus, utensils, and wrapped straws have been implemented in our buffet, quick service and fast-casual restaurants. This has been done to minimize cross-contamination and mitigate the spread of COVID-19. Tables will be rearranged and queue lines will be designated to implement social distancing. Tables and chairs will also be sanitized after each use and single-use condiments will be delivered upon request.



### CASINO

Game attendants will work to ensure that 6 feet is maintained between Guests and groups. Game attendants (and other Team Members) will be readily available to assist Guests and maintain social distance spacing between active games. Game attendants and other Team Members will assist Guests when necessary to move an available chair to the game of the Guest's choice, ensuring that two unplayed games remain between each active game (or games). Aisle space will count as 2 unplayed games. No Guests will be allowed to play back-to-back across an aisle.

When a Guest leaves a game, game attendants and other Team Members will clean that game, the adjacent games, and the shielding installed between that game or games and adjacent games, and the chair. All surfaces of the game and other objects connected to or adjacent to the game will be cleaned. Pushing in chairs will be done hourly and each will be given a short wipe down when this occurs. Anytime a chair is touched, it will be wiped down. Game attendants and other Team Members will also wipe down any machine upon request.



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## HOTEL & RESORT

You can be confident when you check into a Wind Creek Guest room or suite that it has been thoroughly cleaned and disinfected with ShockWave. ShockWave is the only product that kills Coronavirus Disease (COVID-19) from any surface. It disinfects solid surfaces such as counters and TV remotes AND sanitizes porous materials such as bedding and fabrics. You can rest easy knowing that we've taken every step we can to ensure your health and safety. From the moment you arrive and throughout your stay, you will notice a number of enhancements to protect you and your family.

### GUEST ARRIVAL & DEPARTURE

- Upon checking in, wristbands will be provided to Wind Creek Hotel patrons to allow all-day entry. Wind Creek Team Members who are assisting you during the check-in process will remain at least 6 feet from you and hand-sanitization stations are available throughout all lobbies. When Guests depart a room, that room will be left undisturbed for a "rest" period of at least 4 hours before it is deep cleaned and returned to service (made available to the next Guest).

### FRONT DESK

- Upon arrival to the front desk, Guests will be met by agents from behind the counter and asked to line up along the social distancing floor markers and signage. Spacers may be placed in front of counters, if needed, to create additional distance with plexiglass barriers. Counter and card swipes, as well as luggage carts will be sanitized after each Guest interaction. Mobile Check-In and Key will be encouraged for all Guests, as well as utilization of the key drop box at check out.

### HOUSEKEEPING

- Stay-over cleaning will be available only by request, but personal, single-use disposable items such as mugs, plastic cups, pens and paper will be placed in each room. Guest linens will be delivered and removed from Guest rooms in single-use sealed bags, pillow protectors will be changed daily and Guest laundry requests will be unavailable. Additional room sanitation will be focused on all frequently touched surfaces.





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# WIND CREEK AMENITIES

In addition to the above changes to your Guest experience, we've implemented new procedures and protocols specific to individual Wind Creek amenities.





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## **ESSENTIALS & OTHER RETAIL**

Essentials and other retail locations will remain open in accordance with social distancing and limited occupancy. Frequently touched surfaces will be sanitized each hour and inventory will be limited to include essential items such as sundries, toiletries and prepackaged food and beverages. To mitigate cross-contamination, all sales will be final.

## **POOLS, CABANAS & FITNESS CENTERS**

Pools, cabanas and fitness centers will remain closed during social distancing.

## **ENTERTAINMENT CENTERS**

### CINEMA

- Guests will be ushered to available seats based on social distancing availability. Seats will be wiped down after each showing and theaters will be deep cleaned at the close of each business day.

### STRIKES

- Every other bowling lane will be utilized to maintain social distancing. All bowling balls will be sanitized every 30 minutes and each lane's equipment and furniture will be sanitized after each use.

### ARCADE

- Only 15 Guests will be allowed into the arcade area at a time to maintain social distancing, and only one Guest will be allowed into the Redemption area at a time. Guests are asked to lay their play cards directly on the counter to avoid hand-to-hand transactions. An attendant will be assigned to the arcade floor at all times, wiping down games and areas as Guests move about the room.

## **TRANSPORTATION & PARKING**

### PARKING DECK

- Doors to the parking deck will be open for easy entry as allowed by the local fire marshal. Elevators will be limited to 2 individuals at a time or one party, and sanitation stations are located on each floor.

### BUSES

- Greeters will no longer board buses, but they will ensure social distancing as players depart the bus and make their way to the casino floor. Only new bus cards will be distributed, player cards with existing accounts will not be swiped to avoid hand transfer.

### LIMOS & SHUTTLES

- Limos and off-property transportation that requires Wind Creek Team Members to drive will not be available during social distancing. Parking lot and deck shuttles will be allowed due to limited valet availability. Occupancy will be limited on shuttles to enforce social distancing and shuttles will be sanitized after each ride is complete.
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# WIND CREEK TEAM MEMBER & PROPERTY INITIATIVES

With safety at the center of our operations, our Team Members have been thoroughly trained to provide you with the safest experience in this new normal. From social distancing, mandatory PPE and enhanced sanitization to temperature checks and incident response protocols, we have reimagined our Team Member and property initiatives to ensure not only your health and safety, but the health and safety of the entire state.

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## **SOCIAL DISTANCING**

We have gone to great lengths to redesign key aspects of our property experiences to accommodate social distancing, including machine layouts, dining table spacing, queue area spacing and more. The CDC says this is one of the most powerful and effective measures we can take to limit the spread of COVID-19. Therefore, it is a critical component of our policies. All Wind Creek Hospitality Team Members will maintain the CDC's recommended 6 feet of separation from all other Team Members, Guests and visitors except in rare cases where doing so is not possible.

## **HAND WASHING, SANITIZING & FACE TOUCHING**

Besides social distancing, the CDC says washing your hands is among the most important things we all can do to prevent illness. Please rest assured that all Wind Creek Team Members are trained to strictly follow CDC guidance regarding hand washing, hand sanitizing and face touching for your health, safety and protection. We have gone to great measures to ensure ample soap and hand sanitizer will be accessible to all Team Members, Guests and visitors.

## **MASKS & PERSONAL PROTECTIVE EQUIPMENT (PPE)**

Team Members are required to wear designated PPE or a mask while on the clock at all possible times. The CDC recommends that you "cover your mouth and nose with a face cover when around others." Therefore, Wind Creek Hospitality will require all Team Members to wear company-provided PPEs or masks at all times while working, with the exception of meal breaks (where social distancing and sanitation guidelines must be followed).

## **TEAM MEMBER ENTRANCE & TEMPERATURE CHECKS**

Temperature scans will be done for each Team Member at security dispatch before entering work areas. Temperatures must be below the CDC-recommended 100.4 in order to enter the premises and begin each shift. If any Team Member registers a temperature greater than 100.4 they must leave the property and will be directed to seek further medical assessment.

## **CLEANING, DISINFECTING & VENTILATION**

Wind Creek Hospitality Team Members will clean and disinfect frequently touched public surfaces on a regular basis, following the CDC-recommended guidance and using the EPA-approved disinfectants. Wind Creek Hospitality will increase the ventilation rates in our properties as well as the ratio of fresh air to recirculated air within our HVAC systems. For Team Members, Guests and Visitors, we will provide numerous hand-sanitation dispensers and promote the CDC's personal hygiene recommendations.

In our Team Member workspaces, we will routinely clean and disinfect all frequently touched surfaces such as workstations, keyboards, telephones, handrails and doorknobs. We will perform enhanced cleaning and disinfection after persons suspected/confirmed to have COVID-19 have been in the facility.

## **INCIDENT RESPONSE PROTOCOLS**

In the unfortunate event of a Guest or Team Member testing positive for the virus, we will activate protocols and leverage our trained Team Members to respond quickly so that exposed areas are thoroughly sanitized.

In the event that a Team Member is diagnosed with COVID-19 and was at work, Security, working with Team Member Relations and Surveillance, will attempt to conduct contact tracing to identify and notify Team Members, Guests and visitors who have been in close contact with the infected Team Member. Each property will follow local health officials' direction in how to handle Team Members who may have been exposed to COVID-19.

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**An authority of the Poarch Band of Creek Indians**

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