

## **Seneca Niagara Resort & Casino Reopening FAQs**

Seneca Resorts & Casinos' highest priority is to the health & safety of our guests and team members. We are pleased to announce the phased reopening of **Seneca Niagara Resort & Casino** effective **Thursday, June 18 at 10 AM**. Due to ongoing social distancing, this reopening will be in limited stages. Plans to reopen other areas of the resort will also take place in stages.

Our call center will have ***operators available from 8 AM to 2 AM daily*** and we will return messages left outside those times.

### **Will you have new hours of operation or open 24 hours like before the closure?**

- Hours of operation 24 hours daily

### **Can anyone come to the casino? Are there restrictions?**

- Seneca Resorts & Casinos have implemented additional entry restrictions for guests who have recently traveled into New York State from states that are on New York's COVID-19 travel advisory list, i.e. Restricted States.
  - Upon arrival, you will be required to present valid identification at the entry point to confirm your state of residence. If your state of residence is a Restricted State,\* you may be prohibited from entering the Casino/Resort if you are not in compliance with the requirements of the NYS travel advisory. Additionally, please take notice that you may also be denied entry if you are experiencing fever, cough, shortness of breath, or other known symptoms of COVID-19.
  - To make a hotel reservation, you will be asked to confirm your state of residence. If you reside in one of the Restricted States\* and are unable to comply with our requirements for arriving from those states, the reservation will not be completed.
  - At this time, all guests must be 21 years of age or older. No one under 21 will be admitted.
  - Please check the COVID-19 Travel Restrictions Advisory BEFORE booking your travel plans:

#### **Restricted States List:**

Alabama	Iowa	Indiana	Montana	Puerto Rico
North Carolina	Idaho	Missouri	Delaware	
Texas	Louisiana	Nebraska	West Virginia	
Arkansas	Mississippi	North Dakota	Minnesota	
Florida	Tennessee	Illinois	Nevada	
South Carolina	Kansas	Kentucky	Wyoming	
Utah	Oklahoma	South Dakota	Colorado	
Georgia	Wisconsin	Alaska	Guam	

#### **Restricted Countries List:**

Andorra	Cabo Verde	Guadeloupe	Luxembourg	Puerto Rico
Argentina	Columbia	Guam	Moldova	Saint Barthelemy

Aruba	Costa Rica	Guyana	Montenegro	Saint Martin
Bahamas	Czechia	Iceland	Netherlands	Saint Pierre & Miquelson
Bahrain	Denmark	Iraq	Oman	Saint Maarten
Belgium	Ecuador	Israel	Panama	Spain
Bonaire, Sint Eustatius & Saba	France	Kuwait	Peru	West Bank/Gaza Strip
Brazil	French Polynesia	Lebanon		

**Will the whole gaming floor be open?**

- The gaming floor will be opened at a limited capacity.
  - A limited number of slots will be open with distancing between them.
  - Limited table games are open. These limited table games will come with some enhanced health & safety protocols. Table games that require guests to handle the cards will be excluded at this time including but not limited to; Ultimate Texas Hold’Em, Three Card Poker, and Mississippi Stud.
    - Guests can enjoy Blackjack, Craps, Roulette, and Mini Baccarat with the following enhanced social distancing measures in place: Every other table will be open, Three guests maximum per most table games, Three guests maximum on each side of Craps tables, For Baccarat (only the dealer will touch the cards).
  - Aces bar and Stir will be open serving non-alcoholic drinks.
  - Beverage Servers will be on the floor delivering non-alcoholic drinks in disposable cups.
  - NO alcohol will be served on the gaming floor at this time.
  - NO SMOKING will be allowed anywhere inside the resort at this time. Smoking is allowed only in an outside designated area. This applies to both guests and Team Members.

**Will everyone need to wear masks? Will masks be provided to us?**

- Yes, face masks will be mandatory for both guests and team members and must be worn at all times while on property. No mask, no entry. If you don’t have a face mask one may be provided for you.

**Will I be able to wear a face shield instead of a face mask?**

- No. Face shields may be worn in addition to a face mask, but not in place of a face mask.

**Will there still be smoking allowed? How will that work with the masks?**

- There will be NO SMOKING inside the resort at this phase.
- There will be a designated outdoor smoking area that can be used.
- Once guests return from the outside smoking area then they will need to go through the Wellness Checkpoint again to re-enter the resort.
- This policy is for everyone’s safety during this time. We appreciate your understanding.

**What is this Wellness Checkpoint I am hearing about? Does everyone have to do it?**

- Yes, every guest and Team Member is required to proceed through our Wellness Checkpoints in order to be allowed in the resort.
- There are Wellness Checkpoints for guests and separate Wellness Checkpoints for our Team Members.
- Our Wellness Checkpoints will include a temperature screening. Anyone exhibiting symptoms associated with COVID-19 will be denied entry that day. Anyone registering 100.4 or above temperature will pass through a secondary screening. If the 2nd screening registers a temperature of 100.4 or above, guest and/or team member will be denied entry that day. All temperature screenings will be done with a safe social distance through thermal imaging screeners.

**Do we park and enter as usual?**

- No, there are some changes to parking and entering during this phase of reopening.
- The Seneca Niagara Parking Garage will be closed to everyone and entrances to the resort will be limited.
- Parking is available at all surface lots on both the hotel side and casino side of the building.
- Valet is available at this time. There is drop-off available at the Hotel Front Entrance only.
- All other entrances will be closed at this time.
  - OPEN for entry:
    - Hotel Front Entrance doors for drop-off or walk in.
    - Seneca Square 4<sup>th</sup> street entrance for walk in only. No drop-off.
  - CLOSED:
    - Bus Lobby doors
    - Bear's Den entrance doors
    - Parking Garage entry (all points of entry)

**Will entrances be restricted for us to enter?**

- Yes, entrances will be limited at this time.
- Open for entry:
  - Hotel Front Entrance doors for drop-off or walk in.
  - Seneca Square 4<sup>th</sup> street entrance for walk in only. No drop-off.
- CLOSED:
  - Bus Lobby doors
  - Bear's Den entrance doors
  - Parking Garage entry (all points of entry)

**What will be open right now?**

- The gaming floor with limited capacity and social distancing between them.
- Limited table games are open.
- Aces bar and Stir will be open serving non-alcoholic drinks.
- Beverage Servers will be on the floor delivering non-alcoholic drinks in disposable cups.
- Blues Burger offers grab-n-go and socially distanced sit down dining.

- The Western Door Steakhouse, Three Sisters Cafe and Koi are open for socially distanced sit down dining
- Odds & Ends, The Garden Nook, 8 Clans, Lux Box and Swarovski
- Tim Hortons

**What about hotel guest reservations? We would like to get booked right away for a future stay.**

- The hotel is currently booking reservations.
- Seneca Resorts & Casinos have implemented additional entry restrictions for guests who have recently traveled into New York State from states that are on New York's COVID-19 travel advisory list, i.e. Restricted States.
  - Upon arrival, you will be required to present valid identification at the entry point to confirm your state of residence. If your state of residence is a Restricted State,\* you may be prohibited from entering the Casino/Resort if you are not in compliance with the requirements of the NYS travel advisory. Additionally, please take notice that you may also be denied entry if you are experiencing fever, cough, shortness of breath, or other known symptoms of COVID-19.
  - To make a hotel reservation, you will be asked to confirm your state of residence. If you reside in one of the Restricted States\* and are unable to comply with our requirements for arriving from those states, the reservation will not be completed.
  - At this time, all guests must be 21 years of age or older. No one under 21 will be admitted.
  - Please check the COVID-19 Travel Restrictions Advisory BEFORE booking your travel plans:

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**Will the Spa & Salon be open?**

- No, the spa & salon will not be open at this time.

**Did we lose our reward(s) since we couldn't use them during the closure?**

- All Free Slot Play, Match Play, and Food offers expired accordingly.  
As we continue to monitor this limited phased reopening, we will keep guests informed about future offers as they become available.
- Player tier and up will still have the ability to redeem their points for Free Slot Play at the machine.

**When will my Tier Credits be reset?**

- The current qualification period has been extended and will run from March 1, 2020 through September 30, 2021.
- Tier credits will be reset on October 1, 2021.

**What happens to Tier Credits that I earned prior to the closure?**

- The current qualification period has been extended and will run from March 1, 2020 through September 30, 2021.

**I am currently a Player/Pro/Advantage cardholder. How long will I have to re-qualify for the Player/Pro/Advantage tier?**

- The current qualification period has been extended and will run from March 1, 2020 through September 30, 2021.
- The annual qualification period for following years will run from October 1<sup>st</sup> through September 30<sup>th</sup>.

**Will my Player Points expire?**

- Any Player Points that were due to expire during the closure will be available for use through September 30, 2020.

**What about banquets, parties, and weddings? Can we book for a future event?**

- Given the limited nature of this opening, we are not currently booking any banquets, parties, or wedding events. We will keep everyone updated as things change.

**What about restaurants and bars...will they be open now?**

- There will be limited food and beverage options available at this phase of reopening.
  - Blues Burger will also have grab-n-go options available as well as socially distanced sit down dining.
  - The Lobby Bar will be closed at this time.
  - Aces bar and Stir will be open serving non-alcoholic drinks.
  - NO alcohol will be served on the gaming floor at this time.
  - Beverage Servers will be on the gaming floor delivering non-alcoholic drinks in disposable cups.
  - Alcohol service is available with sit down dining at The Western Door Steakhouse
  - The Western Door Steakhouse, Three Sisters Cafe and Koi are open for socially distanced sit down dining
  - Tim Hortons is open

**How long will dining, or retail, or entertainment be closed down?**

- The resorts & casinos are opening in stages.
- The Western Door Steakhouse, Three Sisters Café, Koi, Blue's Burger and Tim Hortons are open
- Odds & Ends, The Garden Nook, 8 Clans, Lux Box and Swarovski are open

**What about bar entertainment? When will that come back?**

- Bar entertainment is temporarily on hold at this time. There are no specific dates to release at this time for bar entertainment to return.
- We will be continually monitoring each phase of reopening before proceeding to the next phase.
- As each new phase approaches we will keep everyone updated via our websites.

**What about the Advantage Lounge?**

- The Advantage Lounge will not be available at this time.

**Will bars be open on the gaming floor?**

- The Lobby Bar will be closed at this time and NO Alcohol will be served across the property.
- Aces bar and Stir will be open serving non-alcoholic drinks.
- NO alcohol will be served on the gaming floor at this time.
- Beverage Servers will be on the floor delivering non-alcoholic drinks in disposable cups.

**Will beverage servers be available on the floor?**

- Yes. Beverage Servers will be available and serving non-alcoholic drinks in disposable cups.

**What about Valet?**

- Valet service is available at this time. Drop-off only lanes will be available at the hotel entrance only. No Drop-off is not available at the casino entrance (4th Street).

**Will the Sports Lounge be open to the public?**

- Yes, but only the kiosks will be open and available to the public.
- Counter service is now available.

**Will your custodial staff have the necessary materials to disinfect and be safe?**

- Yes, we have a very detailed plan in each department of enhanced safety and cleaning protocols and procedures.
- All of our team members will be provided face masks as well as part of their uniform and have appropriate Personal Protective Equipment (PPE) for their position.