

INTRODUCTION

What we have faced together recently as a nation - and world - has been unthinkable. However, the determination we have witnessed has been inspiring. Together we have united as one community to fight the virus, maintain our social distance, and keep ourselves and loved ones safe. Life as we once knew has been altered, but we must remain hopeful and stay focused on coming out the other side of this. Experts say it will take some time for things to feel somewhat "normal" - and in some instances, some parts of life will be forever changed. However, we must find moments of joy and celebration that help ease ourselves back into this new way of life through safe experiences and environments. We are ready and prepared to create those moments for you, responsibly.

We've been diligently working on creating a new set of thorough operating practices and guidelines to help mitigate the risks to you - as well as our team members and the local community - as we look to reopening our resort. Maintaining your safety, health and well-being remains our primary goal, which has never changed since we opened 28 years ago. We've developed the below guidelines and protocols in accordance with guidance from the CDC, the State of Connecticut and our own Chief Medical Officer. These guidelines are to ensure you feel informed with all the information you need to be at ease as you return to Foxwoods.

As we prepare to reopen our doors, you will notice our resort looks a little different and some of the experiences you've come to love may not be immediately available. Rest assured that we are working tirelessly to offer you the full Foxwoods experience, but can only do so when it is safe. We are wholeheartedly committed to you and our team members and have appreciated your trust, patience and understanding. We're so appreciative of our incredible Foxwoods team who is ready to help bring the wonder back and we can't wait to safely welcome you back to the Wonder of It All.

From all of us at the Mashantucket Pequot Tribal Nation and Foxwoods Resort Casino, be well, stay safe and see you soon.



Rodney Butler,
Chairman,
Mashantucket Pequot Tribal Nation



Jason Guyot,
Interim CEO & SVP Resort Operations,
Foxwoods Resort Casino



REOPENING GUIDELINES & SAFETY PROTOCOLS

Nestled in the quiet woods of Connecticut, and boasting over 9 million square feet, Foxwoods Resort Casino has all of the qualities needed to allow for safe social distancing throughout the property. There will be no need for the added risks of mass transit to enjoy a safe vacation at Foxwoods.

Rest assured, as we open our doors, all of the necessary protocols have been implemented to ensure the safety of our guests, and our team members. And, as our health and medical experts advise, we will be opening more and more incrementally, until our full offering of attractions are available.

In Phase One, we anticipate opening the Grand Pequot and Great Cedar casino floors, the Grand Pequot Hotel, Tanger Outlet Mall at Foxwoods and limited food and beverage outlets at 25% occupancy. As we navigate that process, we will begin our plans for the next phases, which will include attractions such as entertainment venues, spas, bingo hall and buffet. These areas require more intricate planning, and thus will only reopen when we can effectively address all safety concerns.

Welcoming you all back to Foxwoods will include some new protocols meant to ensure the safety of everyone. Here is an overview of the main protocols that will be in place during the Phase One of our reopening, as well as specific property protocols across each department and for our team members.

GUEST SAFETY PROTOCOLS



ENTERING FOXWOODS

While we know everyone has their favorite entrance and parking area at Foxwoods, in Phase One of the reopening, entrances will be limited to the Grand Pequot garage, Great Cedar garage and Fox Tower garage entries. Upon entrance, security staff will be conducting noninvasive temperature checks using thermal cameras. Any guest or team member with a temperature above 100.4 degrees will not be allowed entry.

Additionally, signage will be placed at entrances outlining a checklist of COVID-19 symptoms asking team members and guests to not enter the property if their answer is “YES” to any question on the checklist.



MANDATORY FACE MASKS

Foxwoods will be requiring face masks for all Guests and Team Members while on property. If you are unable to bring your own, Foxwoods will provide a mask upon entrance. Team members whose responsibilities require direct contact with guests, may be wearing gloves, however guests are not required to do so.





INCREASED SANITIZATION & HAND WASHING

Hand sanitizing stations are located at property entry and exit points, reception areas, hotel lobbies, casino floors, restaurant entrances, all public spaces, elevator landings and more. Sanitizing wipes will also be provided throughout the property to allow guests to clean common areas before touching.

Our comprehensive cleaning procedures have been enhanced. Cleaning personnel will be regularly deployed to high-touch guest and team member areas for cleaning and disinfecting. Additionally, all team members will be trained on proper cleaning and disinfecting protocols according to the recommended guidance.

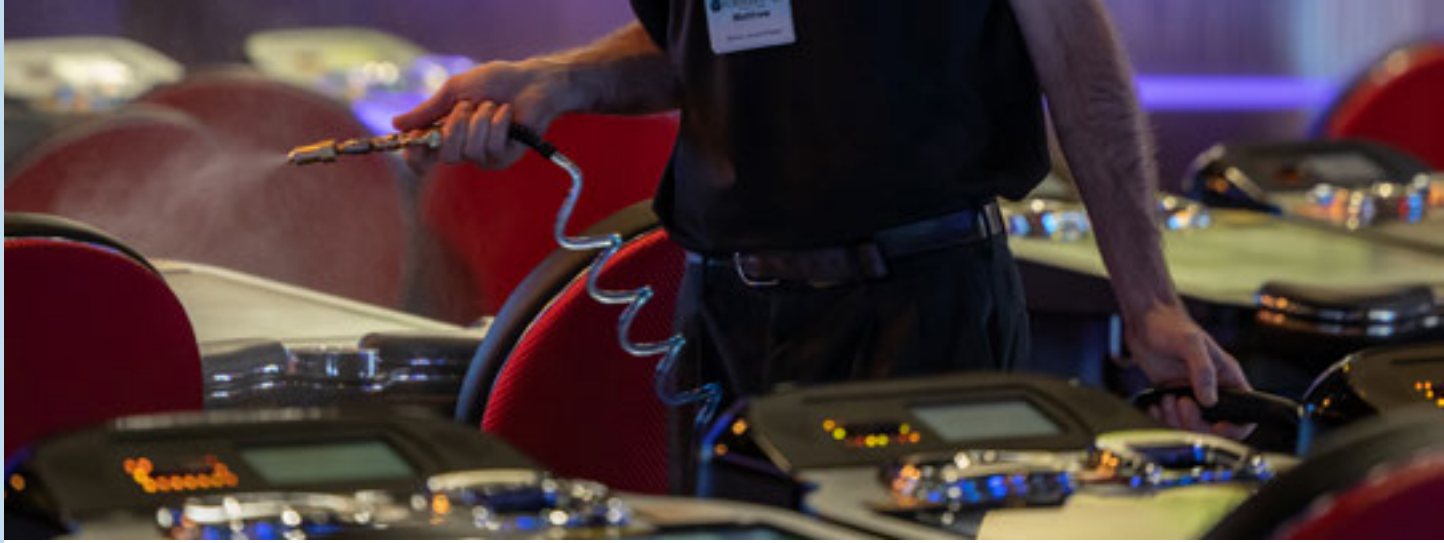


SOCIAL DISTANCING

Just as we are all doing on a daily basis, guests will need to practice social distancing by staying **six to ten feet** away from guests outside of their circle, while standing in lines, or moving around the resort. Property layouts such as gaming tables, slot machines and seating areas will be rearranged to ensure appropriate distancing. Reminder announcements will also be played continuously.

You will find markers and indicators in areas where lines form, as well as signage to remind everyone of the new guidelines. Additionally, temporary Plexiglass separation will be erected at all transactional locations including retail, players club, hotel check-in and cages.

Areas of the property where social distancing isn't feasible - including the Valet, property shuttles, spas, gyms and pools - will be **temporarily suspended** until further notice. Special events of five or more people will also follow appropriate physical distancing and maximum gathering capacity.



Deacon 30 product is a natural disinfectant and cleaner that requires no PPE.



TEAM MEMBER TRAINING

All team members will receive **mandatory training** on infectious disease and sanitation protocols to further ensure guest and team member safety. There will also be ongoing reinforcement of safe practices for team members. Additional training will be provided for our teams with frequent guest contact including Housekeeping, Food & Beverage, Environmental Services, Hotel Operations, Gaming, Retail, Entertainment and Security.



GUEST & TEAM MEMBER HEALTH AWARENESS

Team members have been provided instructions on responding and reporting all presumed cases of COVID-19 on property to Dr. Setu Vora, our Chief Medical Officer. Additionally, team members are instructed to stay home if they do not feel well and are asked to contact a manager if they notice a coworker or guest with a cough, shortness of breath or other known symptoms of COVID-19.

Team members and guests who are exhibiting any symptoms of COVID-19 while at the property are instructed to immediately notify their manager (team members) or hotel security (guests). If we are alerted to a presumptive case of COVID-19 on property, we will work with and follow the appropriate actions recommended by our Chief Medical Officer to ensure everyone's health, safety and well-being.

RESORT SAFETY PROTOCOLS

In partnership with our Chief Medical Officer and health safety experts, we have developed a very robust and comprehensive set of new protocols for each area of our resort that will be open in Phase One.



GAMING SAFETY ENHANCEMENTS

Gaming has always been a very hands-on experience due to the frequent handling of cards and poker chips by guests and employees alike. With that in mind, we’re requiring regular hand washing in addition to the new safety measures we’re putting in place, which include:

TABLE GAMES

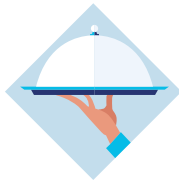
- **Table game seating** and betting spaces will be spaced to provide appropriate physical distancing.
- **Hand sanitizer** will be available at all table games and in pit areas.
- **Sanitizing wipes** will be provided to guests to wipe down buttons, handles and table games rails.
- **Face masks** will be mandatory for all guests while playing.
- **When possible**, guests will be instructed not to touch cards and/or deal cards face up.
- **Poker rooms** will be closed until further notice.
- **Additional disinfecting measures** will be in place for all table game items including dice, tiles and cards.

SLOT MACHINES

- Hand sanitizers and sanitizing wipes will be available to guests and signage will be posted asking guests to sanitize prior to playing machines. Casino staff will regularly wipe down all slot machines, handles and buttons.

CASINO CAGES:

- **Cleaning and disinfecting** protocol will be implemented for guest-facing areas and team member areas, including hand sanitizer and disinfecting wipes.
- **Appropriate physical distancing** protocol will be implemented for areas with queues and team member/guest interactions.
- **Temporary Plexiglass separation** will be erected.



DINING SAFETY ENHANCEMENTS

Foxwoods' food and beverage outlets have always been highly regulated with strict safety and sanitizing protocols in place. However, enhancements include:

- **All food and beverage** operations will be operated in accordance with current CDC guidelines for physical distancing and disinfecting.
- **Restaurants and bars** will maintain appropriate physical distancing and will be grab-and-go only.
- **Buffets** will be closed.
- **VIP lounge** food offerings will be attendant provided.
- **Beverage service** on the casino floor will be provided in fully disposable drinkware.





HOTEL SAFETY ENHANCEMENTS

Foxwoods' hotels have always used highly regulated cleaning protocols which meet EPA guidelines and are approved for and effective against viruses, bacteria and other airborne pathogens. However, we will be implementing additional standards and protocols, including:

- **Hotels** will be operated in accordance with AHLA guidelines and appropriate disinfecting.
- **Industry leading** cleaning and sanitizing protocols will be used to clean guest rooms, with particular attention paid to high-touch items including switches and electronic controls, handles and knobs, all bathroom surfaces, climate control panels, telephones, remotes, clocks, bed and bedding, bath amenities, hard surfaces, closet goods, and in-room food and beverage.
- **Appropriate signage** reminding guests to practice physical distancing will be placed in the hotel lobby and elevator areas.
- **To minimize** potential hotel housekeeping team member exposure, housekeeping room services will be offered at check-out only.
- **Guests will be informed** that team members (bell persons, guest room attendants, room service, etc.) cannot enter occupied rooms.
- **Room delivery** requests will be bagged and hung on the door. Team members will knock on the door to ensure guests receive the delivery.
- **Physical distancing** markers will be placed in all elevators with signage to allow no more than four guests at a time.
- **Temporary Plexiglass separation** will be erected at all transactional locations including hotel check-in.



ENTERTAINMENT & NIGHTCLUB PROTOCOLS

Pending guidance from our Chief Medical Officers, the CDC and medical experts, entertainment will fall into a future phase of our resort reopening plan.

When we can effectively implement social spacing, we will reopen our theaters and entertainment. We will only begin rescheduling shows and opening up our theaters when we feel it is safe to do so. However, when we are ready to welcome back guests and performers alike, we will be implementing many new protocols to ensure a safe environment for all.

All general property protocols will extend to theater guests—including but not limited to increased cleaning and sanitizing efforts, noninvasive temperature checks using thermal cameras, added hand sanitizer and wipe dispensers and more. Prior to opening, our team members will be thoroughly trained to help space guests in our entertainment venues.



RETAIL SAFETY ENHANCEMENTS

The protocols outlined below are specific to Foxwoods owned stores. The Tanger® Outlets at Foxwoods will be implementing their own stringent protocols to help ensure guest and team member safety, which you can find [here](#).

- **Increased cleaning and sanitizing** protocols will be in place, with a focus on cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces—all of which will be sanitized at least once per hour and upon a shift change.
- **Signage will be prominently posted** at each store reminding guests of maximum occupancies and distancing guidelines.
- **Displays and retail assortments** will be limited to essential items during Phase One to include sundries, toiletries, pre-packaged food and beverage.
- **All sales final** until further notice (including phone orders).

TEAM MEMBER SAFETY PROTOCOLS

In addition to the guidelines above, Foxwoods will also be implementing the following to ensure the safety of our team members:

- **There will be signage** at team member access points indicating that **NO** team members with a fever or symptoms of COVID-19 will be permitted to work. Mandatory stay-at-home requirements for team members that have symptoms or are confirmed will be enacted. Where applicable, team members will be permitted to telecommute.
- **Hand sanitizing stations** and sanitizing wipes will be available throughout the back of the house.
- **Tables and chairs** in the team member break rooms will be spaced to promote appropriate physical distancing.
- **Precautions in team member dining areas** will be taken, such as spaced tables, individual wrapping or boxing of food, and/or service by an attendant with appropriate protective gear.
- **The frequency of cleaning** and sanitizing will increase in high traffic back of house areas with an emphasis on team member dining rooms, team member entrances, team member restrooms, loading docks, offices, kitchens, security podiums, team member service desks and training classrooms.
- **Whenever possible**, doors will be propped open or automated to minimize contact.
- **Shared tools and equipment** will be sanitized before, during and after each shift or anytime the equipment is transferred to a new team member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort.
- **The use of shared food and beverage** equipment in back of the house office pantries (including shared coffee brewers) will be discontinued.
- **Hotel front desk**, call center, rewards booth, casino cage and security podium agents will utilize every other workstation to ensure separation between team members whenever possible. Protective partitions will be added to guest-facing counters.

For more information on our evolving reopening plans and for up-to-date property news, please visit foxwoods.com/welcomeback.