

WELCOME BACK, WE'VE MISSED YOU!



The health and safety of our guests and team members is our top priority. We have implemented enhanced measure to our health, safety and cleanliness protocols; including enhanced cleaning protocols, reduced guest capacities, and screening measures for guests and team members.

To provide transparency and an optimal guest experience, we have generated answers to the following frequently asked questions.

Q: WHAT SHOULD GUESTS EXPECT ONCE WE REOPEN?

Your gaming experience will look and feel very different than it did in the past, however, our team members are ready and committed to providing a safe, enjoyable experience. We have collaborated with our gaming regulators and the provincial health authority to develop a comprehensive health and safety plan for all of our sites so that you have the peace of mind when at playing at our properties. Please note, there is a temporary suspension of buffets at this time.

Q: WHAT SAFETY MEASURES WILL YOU TAKE UPON RESUMING OPERATIONS TO PREVENT THE SPREAD OF COVID-19?

Throughout the entire period that COVID-19 has been a public health concern, the health and safety of our guests and team members has been our top priority, and we have uniformly supported the actions taken by provincial governments and provincial health authorities through this difficult time. You can find more details on our Health and Safety plan located here (<https://gcgaming.com/wp-content/uploads/HSCcommitmentDoc-Final.pdf>)

Q: ARE FACE COVERINGS MANDATORY?

Face coverings are recommended for guests and mandatory for all team members. Guests may be required to remove their face covering for identification and any additional security protocol requiring the need to identify a guest. This includes, but is not limited to, entrances to monitor for Voluntary Self Exclusion (VSE), age verification, prize payout and other areas where facial identification is required. Safety protocols will be followed if identification is required through the temporary removal of a guest's face covering. Disposable face coverings are available where needed.

Q: WHAT ARE YOUR HOURS OF OPERATION?

Please check our website for property hours of operation.

Q. HOW HAS THE CLOSURE AFFECTED THE ENCORE LOYALTY PROGRAM?

Guests will still be able to earn and redeem Encore Rewards points on slot machines and table games, but only earn points on food and beverage at this time. Your Encore Rewards tier status that you had prior to our casinos closing will remain intact. Loyalty points and existing free play balances on your account will not be expired.

Q. WHAT HAPPENS TO THE OFFERS I RECEIVED PRIOR TO THE CLOSURE?

Free Play and dining offers that were awarded prior to the closure (March 16th, 2020) will be not be valid upon reopening. Promotions that were running prior to the closure (March 16th, 2020) will not be continuing.

Q. WHAT WILL BE AVAILABLE ON SITE?

Casino gaming (slots and table games) and limited food and beverage offerings will be available for guests. Please continue to check our website for updates on food and beverage offerings.

Q: IF I HAVE BEEN OUTSIDE OF CANADA IN THE LAST 14 DAYS, CAN I STILL VISIT THE CASINO?

No, if you have been outside of Canada in the last 14 days for any reason, you will not be permitted into the casino.

Q. WHERE CAN I LEARN MORE ABOUT RESPONSIBLE GAMING & GAMBLING?

Visit our Guest Services or Cash Cage to receive a brochure or Click here (<https://www.gamesense.com/support/resources.html>) to learn more.