

HEALTH AND SAFETY GUIDE



SAFE TO PLAY

NIAGARA CASINOS

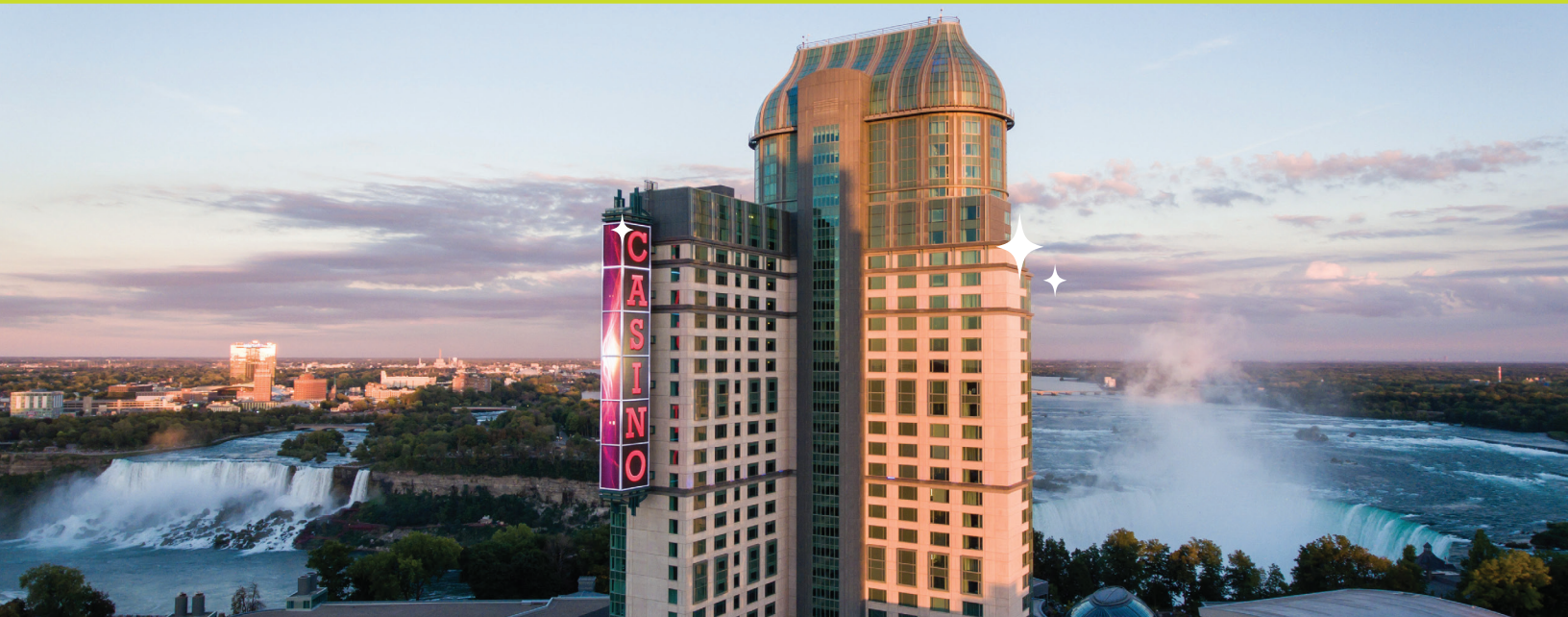
FALLSVIEW[®]
CASINO RESORT



Contents

Message From The President	3
Reunited And It Feels So Good	4
Hours of Operation	4
Parking	4
Call Centre	4
Casino Restaurants	5
Hotel	5
Entertainment	5
My Offers	5
Promotions	5
Bus Transportation	5
Galleria Shops and Dining	5
We Are In This Together	6
Air Quality	6
Momentum	6
Face Masks	7
Hand Sanitizers/Sanitizing Wipes	8
Physical Distancing	8
Front of House Signage	8
Niagara Casinos' Clean Team	8
Reporting Concerns	8
Safe To Play	9
Slots/Electronic Gaming Machines	9
Table Games	9
Casino Cage/Cash	9
Responsible Gaming	9
We Are Excited To See You	10

Message From The President



We are excited to welcome you back to Niagara Casinos.

We are excited to welcome you back to Niagara Casinos.

The health and safety of our guests and associates remains our top priority as we re-open in a new environment, one focused on prevention, health and safety, and of course fun!

Our commitment to providing an environment that is Safe to Play puts health and safety at the centre of all we do. We have developed a comprehensive and multilayered plan that has been created after months of consultations with Public Health and Infectious Disease Experts to ensure the safety of our casino family of guests and associates. We will also continue to closely monitor government policy changes, government mandates and public health advancements to enhance our protocols as necessary to maintain the highest level of safety.

We remain committed to fully re-opening both properties when it is safe to do so. Yet, do not think you are limited on our properties. With over 53km of parkland stretching from Fort Erie to Niagara on the Lake, there is so much to do and see. Rediscover Niagara while you are here, take a breath of fresh air, enjoy the majestic beauty of the falls and just relax in our backyard.

There is a reason we are Canada's destination for fun and excitement—it is our people. Our guests, and our associates make this place so special. We want you to return with confidence and have prepared the following document to outline what you can expect when you visit our properties and the safety measures we have put in place for you and our associates.

We can't wait to see you at Niagara Casinos, where it is safe to play. You have our assurance.

Richard Taylor
President, Niagara Casinos

Reunited And It Feels So Good

We have been busy making sure that our properties are ready for you and we want you to return with confidence. You can expect things to look a little different when you arrive, but playing it safe has never been more important!

Hours of Operation

Fallsview Casino Resort and Casino Niagara are open 24 hours a day, seven days a week.

In accordance with the Province of Ontario, as of March 21, 2022, masks and/or face coverings will not be required when visiting our properties. Niagara Casinos respects an individual's choice to continue wearing a mask after this date. Please note, if wearing a mask to enter the gaming floor, you will be asked to temporarily remove the mask for identification purposes.

Fallsview Casino Resort offers limited table games, 24/7. Casino Niagara offers limited table games from 12pm-4am, daily. The Poker Room at Casino Niagara will re-open on April 1, 2022 at 12pm.

Parking

Our valet service will be on hold until it is safe to resume.

Our on-site self-parking garages are open and available for guests to use. Parking is complimentary for Ignite members and above, and Core members who have received complimentary parking offers. All other customers are required to pay for parking. Parking rates will fluctuate and rates will be determined at the time of departure.

Core members are encouraged to log into their My Momentum account online to check their eligibility on free parking offers.

Parking at Fallsview Casino on levels 1 and 2 from the Murray Hill entrance is available to Ignite members and above. Ascend and above cardholders can also park on level 3 from the Fallsview Boulevard entrance. Parking levels 5 to 10 are accessible to all Momentum members and the general public.

Call Centre

Our call centre is open, you can reach us at **1-888-325-5788**. Please visit us at **FallsviewCasinoResort.com**, **CasinoNiagara.com** for FAQs. If you have additional questions, please email us at **info@fallsviewcasinoresort.com**.

Casino Restaurants

At Fallsview, the Falls Deli menu will be served in the Grand Buffet. Ponte Vecchio, 21 Club, Noodle Bar and Sushi Bar will be open. Please see most up-to-date restaurant hours of operations on our **website**.

Limited restaurants in the Galleria will be open and are required to follow the property safety measures that we have established and those required by the Province of Ontario. Please visit our website for a **list** of all Galleria restaurants that are open and their hours. Please note that store or restaurant hours may change without notice.

At Casino Niagara, LEV2L Sports Bar & Entertainment will be open 7 days a week. Perks Cafe will be temporarily closed. Please see hours of operation on our **website**. Comps will not be available for the restaurants at this time.

MASKS
OPTIONAL

HOURS

Fallsview Casino Resort

— & —

Casino Niagara

24

hour a day

7

days a week

Hotel

The hotel is open. Please visit our **website** to book your stay. Room service will be available 7am - 11pm daily. The Pool will be open from 7am – 9pm and Fitness Centre will be open from 7am – 9pm daily. The Spa will remain closed until further notice.

Entertainment

Live entertainment has resumed in the Avalon Theatre. Entertainment in the new Entertainment Centre remains paused at this time.

Where applicable, performances have and will be rescheduled. If you have any questions about any performances, please visit our **website**.

My Offers

Please check your **My Momentum** account online for updates on available offers.

Momentum Status Points

Your status card at re-opening on January 31, 2022 will continue to be the same until September 30, 2022. It will not be lowered. Status Points will be reset to zero on April 1, 2022, but you will stay within your same card type.

If you earn Status Points that qualify you for a higher card type before April 1, 2022, you will move up into a new card level when you earn additional status points and that card type will be extended after April 1, 2022.

Qualifying periods are April 1 – September 30 and October 1 – March 31. To view Momentum benefits, visit our **website**.

Promotions

Please visit our website for a **list** of current promotions.

Bus Transportation

Safeway Tours has resumed service. To book your trip please call Safeway Tours at 416-593-0593 or visit **safewaytours.net** for more information. The Casino shuttle between Fallsview and Casino Niagara is temporarily paused.

Galleria Shops and Dining

Galleria Shops and Dining partners will be open and are required to follow the property safety measures that we have established and those required by the Province of Ontario.

Please note that store or restaurant hours may change without notice. Please contact the individual stores or restaurants for details or visit our **website**.

Visit

**FallsviewCasinoResort.com/
poi/shopping**

For individual store details



We Are In This Together

Niagara Casinos is committed to the health and safety of our guests and our associates.

Momentum Card

All of our associates have received comprehensive training on COVID-19 prevention, including hand hygiene and frequent cleaning and disinfecting of high touch surfaces and objects.

Our associates are encouraged to self-monitor for symptoms throughout their shift.

Our vendors, contactors and third party tenants are required to comply with our health and safety protocols.



Air Quality

Fresh air in-take has been increased to circulate every 10 minutes.

Please remember that the safety of our guests and our associates is a shared responsibility. If you are not feeling well, we ask that you stay home and consult your medical provider. We will be waiting for you when you feel better!

Face Masks

In accordance with the Province of Ontario, as of March 21, 2022, masks and/or face coverings will not be required when visiting the casino floor, indoor dining establishments and live entertainment.

Niagara Casinos respects an individual's choice to continue wearing a mask after this date.



Please note, if wearing a mask to enter the gaming floor, you will be asked to temporarily remove the mask for identification purposes.





Hand Sanitizers/Sanitizing Wipes

Wherever possible, touchless hand sanitizer and disinfecting wipe dispensers have been made available. Guests can expect to find these sanitization stations at entrances and high contact areas such as reception areas, hotel and casino lobbies, the casino floor, restaurant entrances, meeting and convention spaces and elevator landings.

Physical Distancing

Physical distancing is encouraged in all aspects of our operations.

Front of House Signage

We have posted health and hygiene signage throughout the property to remind guests of proper hand washing, sanitizing, coughing and sneezing etiquette.

Reporting Concerns

In the event a guest or associate tests positive for COVID-19, we will activate incident response protocols to ensure the infected individual has access to medical resources, as needed, and exposed areas are thoroughly cleaned and disinfected.

Niagara Casinos has a team of certified First Responders available 24 hours a day to respond quickly in the event of an incident. In the event a guest or associate begins to display symptoms while on property, the guest or associate will be isolated and screened by our First Responders and directed toward appropriate medical care.

In accordance with our Safe to Play commitment, guests are encouraged to report concerns directly to Security directly or to any casino associate for resolution.



Niagara Casinos' Clean Team

Niagara Casinos' Clean Team is dedicated to sanitation and disinfection throughout both properties. Watch for them in bright blue shirts around the property.

Safe To Play

Niagara Casinos is dedicated to being Safe to Play. Before we can return to all of the exciting gaming action, we have taken the following steps for the safety of our guests and associates.

Slots/Electronic Gaming Machines

Wipes will be available for customers to disinfect the machine that they would like use prior to playing.

Table Games

Limited table games are available at Fallsview Casino. Limited Blackjack, Baccarat and Single Zero Roulette are offered in the Salon Privé. On the main gaming floor, limited table games are available for Roulette, Spanish 21, Casino War, Blackjack, Blackjack Switch, Mississippi Stud Poker, Three Card Poker, Ultimate Texas Poker, Mini Baccarat and Face Up Pai Gow Poker. Please note offerings are subject to change. Additional, but still limited table games and game types will be available as we gradually re-open.

Casino Niagara will offer limited table games from 12pm-4am, daily. The Poker Room at Casino Niagara will re-open on April 1, 2022 at 12pm.

Niagara Casinos does offer Dynasty electronic games that allow you to play your favourite table games with the ease of a slot machine. Dynasty combines a live table games dealer with personal electronic betting terminals for an exciting gaming feature. Dynasty games are available to play Blackjack, Baccarat, Roulette and Sic Bo at both Fallsview and Casino Niagara.

Disinfecting wipe stations are available for players to wipe down their area prior to play and hand sanitizer is available at each table game.

Table games do have many high touch surfaces. Protocols have been put in place to keep gaming items as clean as possible. An increased card replacement cycle has been implemented on games where players touch the cards.

Our chips have been treated with an antimicrobial solution and chips are regularly cycled back to our Cage & Coin Department.

Casino Cage/Cash

To increase safety, we are encouraging contact-less methods of payment (tapping credit or debit cards) instead of cash.

When possible, guests are encouraged to use the ticket redemption kiosks to redeem slot tickets and ATMs to access cash.

Credit/debit machines will be disinfected frequently throughout the day and hand sanitizer/wipes will be available.

Responsible Gaming

Niagara Casinos is committed to responsible gaming. Responsible Gaming centres are open with the same health and safety protocols as the rest of the property.

We Are Excited To See You

We have missed seeing our guests and our associates at
Niagara Casinos and we are so excited to welcome you back.

If we have missed any questions that you
may have please visit us at

FallsvieWCasinoResort.com

CasinoNiagara.com

for additional questions contact us at

1-888-325-5788

or

info@fallsvieWCasinoResort.com

