



# RESPONSIBLE HOSPITALITY

Cherokee Nation Entertainment's plan for offering a safe,  
responsible place of employment and entertainment



A Wholly Owned Subsidiary of Cherokee Nation Businesses

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**Osiyo!**

**The Cherokee Nation and Cherokee Nation Businesses have made tremendous progress in our fight to stop the spread of COVID-19 in our workplace and our communities these past two months. Isolating at home and working remotely has been unprecedented in the history of our tribe. Thankfully, when the public health crisis swept through northeast Oklahoma, we were prepared and ready to act using guidance based on science, medical facts and compassion from our health teams and the CDC. I commend you all for doing your part to stay safe, keeping your families safe and keeping your neighbors safe. Our data shows that our State of Emergency and Shelter in Place movement early on proved effective in minimizing the number of positive cases within the Cherokee Nation. We're navigating our way through the worst public health crisis in generations and will continue to work together to get through these next chapters. After all, we're all in this together.**

A handwritten signature in black ink that reads "Chuck Hoskin Jr." in a cursive style.

**Chuck Hoskin Jr.  
Principal Chief  
Cherokee Nation**



**A message to our team members and guests,**

**The health and safety of Cherokee Nation Entertainment (CNE) team members, valued guests and the communities where we live and work will continue to be our top priority as we navigate through this challenging time. Our venues provide entertainment and enjoyment, but also serve as a key part of the economic engine of the Cherokee Nation, one of the largest job providers in northeast Oklahoma.**

**We suspended operations across all of our properties in mid-March to protect our employees, our guests and the general public. While challenging, it is clear it was the right course of action. Now, we must rise to meet the challenge of bringing our organization back to safe and productive operations. We have been closely monitoring all available guidance regarding COVID-19 for both our industry and our region, including information supplied by the Centers for Disease Control and Prevention (CDC), and our state and local health departments.**

**As we approach a multi-phase reopening of our facilities and amenities, we have developed extensive guidelines and procedures that enhance our stringent standards for sanitization and cleaning. We will commence operations only when we are confident we can provide an experience that minimizes the risks to the safety and security of our employees, our guests and our community.**

**We are incredibly proud of the work our team has done to protect one another and to ensure our guest experience remains unparalleled. While the guest experience will be different than before, we will continue to deliver the same market-leading hospitality and entertainment they have come to know and love.**

**How we move forward from this pandemic will be a part of our legacy. We intend to emerge confident in the knowledge that we did all we could to protect the safety of our employees, ensure the enjoyment of our guests and preserve the security of our future. We are proud of the commitment of our team and look forward to welcoming guests back soon.**

A handwritten signature in black ink that reads "Chuck Garrett". The signature is written in a cursive style with a prominent initial "C".

**Chuck Garrett  
Chief Executive Officer  
Cherokee Nation Businesses**

# 1.0 Responsible Hospitality

The **Responsible Hospitality** program was designed to enhance safety and minimize risk for Cherokee Nation Entertainment (CNE) team members and guests. The program ensures sanitization and hygiene practices at our facilities surpass already rigorous standards and meet or exceed regulatory requirements and recommendations of health officials.

We have incorporated the most current information available on enhanced sanitization and cleanliness for the hospitality industry and will remain ready to augment our program as new information emerges. CNE will continue to monitor guidelines from the Centers for Disease Control and Prevention (CDC), as well as other governmental and local health agencies. We are deploying simple solutions such as hand sanitizer stations, as well as more complex solutions, such as temperature screenings and reconfiguring amenities throughout all casino properties, retail operations and golf courses.

## 2.0 Our Approach

CNE's current operations span 10 properties across northeast Oklahoma and we rely on thousands of team members to deliver quality guest service and experiences. We have chosen to take a measured approach to reopening our venues to the public and will be evaluating each location based on its relative complexity, size and health factors in surrounding areas. CNE's phased approach for reopening is called **Responsible Hospitality** and will be implemented in three phases:

- **Now:** Immediately upon reopening.
- **Near:** Progress and adapt to a new operating environment.
- **Future:** Incorporate firsthand learning experiences with data and science to add resiliency and preparation for stable, healthy, long-term operations.

At every step, our program focuses on **team member and guest safety**. **Responsible Hospitality** includes additional training for our team, physical distancing guidelines, enhanced sanitization and cleaning, with the use of personal protective equipment (PPE) to help mitigate risks. Our guests should expect the most stringent measures to be in place now, with adjustments made as circumstances evolve. We will continue to monitor conditions in our communities to ensure that we are bringing venues back into service appropriately and at the right time.

## 3.0 What Responsible Hospitality Means For Our Team Members

CNE has adopted many new health and safety practices and will ensure details are clearly communicated and monitored. We want our team to be comfortable during their workday and to return home to their families and communities safely. A healthy, safe team also means a healthier, safer environment for our guests. As we begin our **Responsible Hospitality** program and facility reopenings, team members can expect the following protocols:

**Entry Screening:** All team members will be subject to a brief health questionnaire upon arrival including a noninvasive temperature screening. Any team member experiencing a temperature above 100.4°F, or who displays other risks based on the health questionnaire, will not be allowed access to the property and will be provided with information and assistance to seek medical care.

**Personal Protective Equipment:** All team members will be issued and required to wear masks when working indoors. Those working outdoors will be required to wear a mask while in close proximity to one another or guests. Training on proper mask usage will be provided and disposable gloves will be required based upon roles and responsibilities.

**Handwashing:** We will refresh training on handwashing and remind each other, and our guests, to take advantage of this easy preventative measure with increased rigor. Additional touchless hand sanitizer stations will be placed throughout each property including employee work zones.

## 3.0 What Responsible Hospitality Means For Our Team Members (cont)

**Physical Distancing:** Wherever possible, we are redesigning our workflow and our physical environment to encourage and maintain physical distance in accordance with health guidelines. Signage will be added to provide guidance throughout each property and will indicate areas that are temporarily closed.

**Back of House:** Sanitization and cleaning efforts will also extend to back of house areas. Some break areas will be temporarily closed. Shifts will have staggered start times to reduce back of house traffic.

**Training:** Additional procedures require additional training. CNE's Compliance Team has developed a comprehensive COVID-19 training program. All team members will be required to complete this mandatory training prior to returning to their position. This includes, but is not limited to, face mask etiquette, enhanced sanitization and cleaning procedures, and handwashing.

Questions and concerns from team members regarding CNE's Responsible Hospitality program can be addressed to the Human Resources team via the HResponse Hotline or email.



## 4.0 What Responsible Hospitality Means For Our Guests

We look forward to serving our guests again soon and providing the unmatched hospitality and entertainment they have come to expect. CNE will continue to follow evolving health guidelines and utilize the most current science and facts to keep our guests and our team members safe. We ask for patience and understanding as we adapt to this new operating environment. Now, and in the near term, guests should expect:

**Hours and Amenities:** We will limit our operating hours at select properties to allow time to clean and sanitize thoroughly each day. Some amenities and venues will be temporarily closed throughout our multi-phased reopening.

**Entry Screening:** Just like our team members, we will require and offer guests a noninvasive temperature screening prior to entering our facilities. Anyone with a temperature in excess of 100.4°F will not be permitted access to our properties.

**Masks:** It is required that all guests, as well as team members, wear a mask. We suggest that guests bring their own masks, which should cover the nose and mouth, but not the entire face or head.

**Please note:** There are areas within each property where masks may be briefly removed to accommodate eating or drinking. Brief removal of a mask may also be required by staff for identification purposes.

## 4.0 What Responsible Hospitality Means For Our Guests (cont)

**Physical Distancing:** Six-foot distancing guidelines will be in place according to recommendations by the CDC. **Guests will be asked to follow the same guidelines, observe signage and follow recommendations from team members:**

- We will be reducing the maximum allowable occupancy of our properties and venues to ensure guests have the appropriate amount of space to follow physical distancing guidelines.
- Electronic Games and Table Games will be arranged to accommodate recommended minimum distances.
- We are reducing capacities in our restaurants to ensure spacing recommendations are implemented effectively.
- Our cashiers and customer service areas will have clear, protective shields installed to provide a protective barrier between team members and guests, as well as signage indicating physical distancing recommendations.
- Additional signage will be visible throughout each property to address recommended distancing practices in elevators, lobbies and other areas.

## 4.0 What Responsible Hospitality Means For Our Guests (cont)

**Inside the Properties:** We've implemented new, extensive cleaning and sanitization processes, some of which will be visible to guests and others that are not. These processes include:

**Sanitizer Stations:** Stations with sanitizer and disinfectant wipes will be accessible throughout the property.

**Enhanced Cleaning & Sanitization:** These processes will take place throughout our venues including utilizing disinfecting equipment and cleaning agents that meet or exceed established guidelines. During the closure, and for the foreseeable future, CNE will continue to work with third-party companies to perform extensive deep cleaning and disinfecting within each of our facilities. Some of these protocols include:

- Our processes will utilize cleaning and sanitization chemicals that are certified to kill up to 99.9999% of all bacteria and viruses (including the COVID-19 virus.)
- Electrostatic sprayers will be used to apply disinfectant coatings on hard and soft surfaces.
- The frequency of cleaning will be increased for public spaces like restrooms and high-use common areas such as elevators, entryways and service counters.
- Electronic Games and Table Games will be cleaned in-between guest use and upon request.
- An increased number of team members will be on duty, dedicated to cleaning and sanitizing our venues.
- We will increase the frequency in which we sanitize our casino chips using state-of-the-art equipment and supplies.

## 4.0 What Responsible Hospitality Means For Our Guests (cont)

**Safety & Security Staff:** Our safety and security teams are being trained on additional procedures and will remain ready to help any guests as needed. Physical distancing and PPE will be utilized. Brief removal of mask may be required for identification purposes.

Our customer service team will always be available to address concerns about CNE's **Responsible Hospitality** policy and procedures or the guest experience. In addition, guests can find up-to-date information on our website and the One Star Rewards mobile app.



# 5.0 Casino Operations

Our casinos will continue to offer guests the excitement and entertainment they have come to expect. We are making significant changes to ensure that our team and our guests are safer while in the casino. Here are some changes guests will notice while visiting our casinos:

## Electronic Games:

- The number of Electronic Games and seats made available to the public will be reduced in an effort to promote proper physical distancing.
- Sanitizing wipes will be readily available throughout the gaming floor to allow guests to sanitize their gaming machine of choice.
- An increased number of team members will be present on the floor, dedicated to cleaning and sanitizing Electronic Games and seating.

## Table Games:

- Table Game seating will be reduced to a maximum of three seats per table. Chairs and rails will be sanitized after each guest leaves.
- Guests will be offered hand sanitizer at the start of play.
- Items including cell phones, wallets and keys will not be permitted on the table.
- Cards will be changed out a minimum of three times per day.
- Chip trays, shufflers, card shoes, discard racks and other equipment will be thoroughly sanitized at frequent intervals.

## 5.0 Casino Operations (cont)

**Poker Operations:** Poker operations will not be available immediately upon reopening. Once we determine it is safe to offer poker again, we will do so with additional safety protocols in place.

**Player's Club:** Our market-leading Player's Club program will be available to assist guests upon reopening. To ensure guest safety, we will:

- Sanitize all keypads and touch screens after each guest's use and have sanitizing wipes readily available for guests to use on touch screens and kiosks.
- Limit the exchange of physical Player's Club cards between guests and staff.
- Brief removal of mask may be required for identification purposes.

## 6.0 Promotions & Events

In the future, we will begin to reintroduce the promotions and events our loyal guests have come to know and love. We will find innovative ways to offer limited promotions and gift events that reward guest loyalty upon reopening. All event-based and drawing promotions will remain suspended. Previously announced promotions, as well as offers that were interrupted during recently suspended operations, will be addressed as follows:

### March Promotions:

- March promotions will be rescheduled.
- Guests will retain all entries previously earned and will continue to earn entries added to the previous total until the promotion is completed.
- Guests who earned the required points to receive March's "Gift of the Month" will be able to claim their gift at a future date. Other guests will be granted an extended earning window.
- Rewards play not redeemed for March will be added to guest accounts upon reopening and will be available for 30 days.

### One Star Rewards:

- The tier qualifying year has been extended through December 31, 2020, to all guests.
- Points that were set to expire after 12 months of no activity will be granted an additional 90 days until expiration.
- Some One Star tier offers have been suspended for at least 60 days due to health and safety concerns including cruises and Las Vegas trips.
- Food and beverage promotions will remain suspended.

## 7.0 Food & Beverage Offerings

To further enhance the safety of our guests and team members, we are adding additional protocols that support recommended guidelines for food and beverage service. At this time, all buffet-style restaurants and banqueted events will remain suspended. Additional changes will be made as we implement our **Responsible Hospitality** program including:

- Venues will have a reduced seating capacity and we will be limiting the group sizes permitted to dine together to help maintain distancing.
- Dining tables, counters and seating will be cleaned and sanitized after each use.
- Venues will utilize contact-less food delivery methods whenever possible.
- Team members will wear gloves when preparing and delivering food items.
- Venues will utilize disposable menus and provide a new menu for each guest.
- Most food and beverage items will be served in disposable containers.
- Some menus may be limited due to product availability and to reduce the amount of staff required in our kitchens.
- Self-serve drink stations will be temporarily closed.
- Single-use condiments and utensils will be available upon request.



## 8.0 Hotel Operations & Amenities

Upon reopening, our hotels will limit occupancy. We will adjust occupancy plans as conditions allow. Key changes guests can expect when they stay with us include:

- Hotel guests will receive a complimentary welcome package upon check-in equipped with a mask, gloves and disinfecting wipes.
- Each room will be deep cleaned prior to occupancy with a peroxide-based cleaner and disinfectant. A notice will be posted on each door to alert guests that the room has been thoroughly sanitized.
- We will use a 2-person team to change over each room—one to remove used items and one to place new, sanitized items on disinfected surfaces.
- Some in-room items will be removed including throw pillows and printed materials.
- All high-touch surfaces including coffee makers, remotes, door handles and light switches will be cleaned and disinfected.
- Bell service and valet services will be temporarily suspended.
- Ice machines on guest floors will be disabled and ice will be delivered upon request in disposable packaging.
- Pool areas will remain temporarily closed.

Though the guest experience may be different than in the past, we remain committed to providing a clean, relaxing and enjoyable environment for guests.

## 9.0 Entertainment & Golf

**Entertainment:** We are working to bring back our iconic live music and entertainment performances, and look forward to announcements about bookings and safety measures soon. Entertainment will be offered with the following changes:

- Limited, live entertainment will continue without dancing.
- Dance floors will provide more space for recommended physical distancing.
- Seating will be reduced to allow for proper physical distancing.

View the entertainment schedule for each property by visiting the website or in the One Star Rewards mobile app.

**Golf:** We will continue to offer an award-winning golf experience to our guests. The following changes will be implemented to maximize the health and safety of our golfers including:

- Golf carts will be sanitized between each user. Limit one player per cart.
- On the course, cups are turned upside down to prevent unnecessary contact.
- Hand sanitizer stations have been added near course restrooms.
- Masks are required to enter the clubhouse and Pro Shop areas, but are not required on the course during play.
- Team members and guests must follow recommended physical distancing guidelines.

## 10.0 Retail

Retail options at our properties will operate differently as we make changes for the safety of our guests and team members including:

- Limited hours of operation to allow our team time to clean and sanitize more frequently. Fogging cleaners will be used for soft goods and merchandise.
- The number of guests allowed in the store at any one time will be limited.
- Plexiglass partitions will be installed at the counters.
- Guests in the store and waiting in line must maintain recommended physical distance.
- Counters, keypads, touch screens and door handles will be sanitized frequently. Credit card machines will be sanitized after each use and guests will be offered a single-use, clean pen if requested.
- Stand-alone smoke shops will be drive-through only.

## 11.0 What's Next

CNE's *Responsible Hospitality* program was designed to be a flexible, evolving program that addresses the needs of now, while working towards returning our properties, amenities and services to full use. We will continue to implement industry-leading practices to ensure our team members and guests remain safe and healthy. We look forward to revising, streamlining and implementing improved measures as we progress towards a more resilient future.

Wado!



