



We are excited to see you here at the Island Resort & Casino! As always, we strive to provide superior service and quality entertainment for our guests. To do this in the safest manner while keeping the health of our guests and employees the number one priority we have outlined these guidelines and expectations.

***Employee and Guest General Guidelines and information:***

**Health Concerns:**

- ❖ Employees and guests not feeling well are asked to stay home and follow CDC guidelines.
- ❖ We suggest vulnerable individuals per the federal recommendations take special precautions and / or consider not visiting our facility at this time.

**Personal Protection Equipment:**

- ❖ Masks may be worn if desired. Masks are available at the Sun Tower and Palm Tower entrances.

**Cleaning / Sanitizing:**

- ❖ All, restrooms, elevators, counters, furniture, workstation, doors, kiosks, ATM's, TRM's, equipment and multi touch areas will be sanitized consistently in both employee and guest areas.

**Hand Sanitizer:**

- ❖ Touchless and pump hand sanitizer dispensers have been increased throughout the facility. Dispensers are available at all high traffic areas as well as placed throughout the gaming floor for convenience when moving to new slot machines.
- ❖ Wet wipes are available by request from the Island Club, Guest Services, Food Service areas and Cashier.

**Physical Distancing:**

- ❖ Please keep a 6 foot distance from others while moving through the casino or standing in line.

**Smoking:**

- ❖ Smoking is not permitted while within our facility. Designated smoking areas are located outside.



### ***Additional Guidelines by department:***

#### **Pools & Fitness Center:**

- ❖ Touchpoints, furniture and towel bins will be checked and sanitized every half hour or hourly as needed.
- ❖ Deep cleaning will be conducted throughout the day.
- ❖ Guests are required to sanitize their hands prior to reaching for a fresh towel and when entering and exiting the pool area.
- ❖ Maximum Pool Room occupancy, 46 people (Spa Pool) and 200 people (Splash Island), will be monitored and enforced.
- ❖ Please respect social distancing in all areas of the Pool Room, Sauna and Fitness Center.
- ❖ The Steam Room will remain closed, following CDC guidelines.
- ❖ Guests will be required to wipe down fitness equipment before and after use.

#### **Hotel, Guest Services, Island Club:**

- ❖ Luggage service, valet parking and shuttle service will not be available at this time.
- ❖ Customer exchange items such as Island Club cards, room keys and wheelchairs are sanitized prior to delivery to each guest.
- ❖ Guest amenity delivery will be delivered with contactless procedures whenever possible.

#### **Self Service Beverage Areas:**

- ❖ Cup dispensers for cold beverages are available at each beverage station.
- ❖ Cups are for single use and cannot be refilled.
- ❖ Complimentary coffee service will be provided by Guest Services in the Hotel Lobby.

#### **Restaurants & Bar areas:**

- ❖ All self-serve condiments and utensils to be removed and available from cashiers or servers.
- ❖ All beverages are served in disposable drinkware.
- ❖ All food and beverage items to be placed on the table, counter, slot or other surfaces instead of being handed directly to a guest

#### **VIP Services:**

- ❖ A limit of 2 VIP guests will be admitted at a time to the VIP room. Guests of VIP members are asked to wait outside the VIP room at this time.
- ❖ The appropriate social distancing should be observed with other guests and employees while visiting the VIP room.
- ❖ Cookies will not be available in the VIP room at this time.
- ❖ Coffee and water service will be provided by VIP staff when available. There will be no self service areas in the VIP room at this time.
- ❖ Magazines and Newspapers will not be available at this time.
- ❖ Contact your VIP host via your cell phone for service from the gaming floor when possible. The VIP call phone outside the office will be unavailable at this time.

#### **Golf:**

- ❖ Golf carts, loaner clubs, locker rooms, equipment, counters and guest areas are sanitized consistently or before and after each round for individual use items.
- ❖ Guests will handle their own golf equipment.
- ❖ Ball washers, benches and rakes have been removed from the course.
- ❖ Our golf rangers will rake sand traps.
- ❖ Each player can request their own cart if desired
- ❖ Please use the appropriate physical distancing in warm-up and pro shop areas
- ❖ Tables and chairs have been relocated to allow for social distancing.

- ❖ Tees, ball markers, scorecards and pencils are pre-set in carts.
- ❖ Beverage cart service is not available at this time. Disposable bag coolers will be provided when purchasing beverages at the Starter Shack.

**Housekeeping:**

- ❖ Extra towels, pillows and blankets have been limited in each rooms and are available upon request.
- ❖ Guest linen will be delivered and removed from guest rooms in single use sealed bags.
- ❖ Decorative pillows and bed coverings have been removed from the room.
- ❖ We follow our cleaning protocol within the rooms with the same precautions we are taking within the facility. We also take special care to cover all touchpoints within each guest room including but, not limited to all furniture, doors, door knobs, phones, remotes, thermostats, curtain pulls, fixtures, blow-dryers, iron, ironing boards, luggage stands, lighting controls, hangers, microwaves, refrigerators and amenities.
- ❖ Ice and vending machines are sanitized consistently.