



MONARCH
CASINO RESORT SPA • BLACK HAWK

MONARCH CASINO RESORT SPA HEALTH AND SAFETY INITIATIVES

The Monarch Team has always been committed to providing a clean resort, and now we are taking our cleaning and sanitizing levels even further. The safety and well-being of our guests and team members is our number one priority! Therefore, we have implemented improved hygiene and sanitation protocols throughout our property, which exceed the baseline CDC and CDPHE requirements to help reduce the spread of COVID-19 and other infectious diseases. Our focus is to create an environment in which our guests can finally escape from a lengthy quarantine!





NEW HEALTH AND SAFETY MEASURES

Monarch has instituted policies and procedures to support government social distancing guidelines and various other protocols to create a safe and healthy experience for our guests and team members. Some of the initiatives we have implemented for health and safety include:

Microshield 360

- MicroShield 360 antimicrobial technology reduces the presence of bacteria, mold, fungi by continuously inhibiting the growth of microbes on surfaces for very long periods of time
- The electrostatic application ensures even coverage across all surfaces
- A specially formulated disinfectant is applied to all surfaces and air dry to immediately kill all microorganisms
- A proprietary coating formula is then applied to impart a final biostatic finish to treated surfaces thereby not allowing microorganisms to live on the surface moving forward.
- Works every second of every day





All Team Members and guests will be required to wear masks or cloth face coverings. Complimentary masks will be available to all guests upon entering the property.

Along with temperature checks, Team Members will be screened to ensure they have not been in contact with anyone who has been diagnosed with COVID-19, or displays related symptoms.

Guest temperature checks will also be mandatory upon entry. Anyone exceeding 100.4 degrees will be asked to come back once their fever has been reduced for 48 hours.

A multitude of hand-sanitizer stations, sanitizing spray bottles and paper towels have been strategically located throughout the casino for easy access.

Occupancy has been reduced in the casino, restaurant, and other locations to allow for social distancing.

Table Games are closed.

Guests will be politely asked not to congregate around slot machines, closed table games, or smoking patios.

All beverages will be served in disposable plastic cups throughout the gaming areas. No food will be provided across the casino floor.

Signage has been posted throughout the property, reminding everyone to follow proper hygiene protocols for hand washing, sneezing, coughing, and to avoid touching their faces.



Social distancing signage and floor decals for queuing have been prominently placed in areas where lines form, including entrances, kiosks, and guest services.

Plexiglas barriers have been installed in various areas across property.

Self-service buffet-style food service will be suspended. Our Buffet will have a sit down restaurant adhering to all state and local guidelines.





TEAM MONARCH IS **PREPARED!**

Our guests can feel safe and secure in knowing that all Team Members have received COVID-19 Safety, Health, Hygiene, and Cleaning/Sanitation training, including clear instructions on how to swiftly respond to anyone who may display coronavirus symptoms. Contact tracing initiatives will be implemented through our Surveillance department. If a sick guest is found to be on property, our team will quickly ascertain the areas in which the guest may have had contact. This information will be shared with our Public Area Housekeeping team so they can take immediate action to sanitize vulnerable areas and surfaces.

Team Members working in areas which require specialized cleaning and sanitation, including public spaces, restrooms, and engineering, will have received further in depth training to ensure proper chemicals are used effectively to disinfect the COVID-19 virus and prevent other infectious diseases from spreading.

Additionally, based on their roles, not only will you observe Team Members wearing face coverings, they will also be wearing gloves or outfitted in additional Personal Protective Equipment for certain required tasks.

With the exception of families and/or guests travelling together, our Team Members have been trained to gently remind guests to be cognizant of social distancing when needed. It's natural for people to forget at times, and we want everyone's space to be respected.





MONARCH CLEANING STANDARDS

Our property will be cleaned and disinfected with a high frequency. Our cleaning products and protocols align with EPA guidelines and are approved as effective agents to eliminate viruses, bacteria, and other airborne and blood-borne pathogens.

High-touched surfaces in all areas of the property will be disinfected with high frequency around the clock. Some examples include; escalator rails, door handles, light switches, elevator buttons, countertops, toilets, urinals, faucets, restrooms and stall doors, slot machines, kiosks, ATMs, and chairs.

Each operations department will have area specific cleaning guidelines and protocols that will be strictly followed.

Food and Beverage Team Members will adhere to strict cleanliness, sanitation, food preparation, and service protocols.

Air quality for our guests and team remains one of our highest priorities. We have identified additional opportunities to enhance the effectiveness of our HVAC systems. In accordance with the established guidelines, rigorous measures are in place to help mitigate the risk of virus transmission.





TEMPORARY CLOSURES

While we wait for further information and guidance from local health officials, the below areas of operation will be temporarily be suspended until further notice:

Table Games

Self-Serve BUFFET including all you care to eat Crab and Prime Rib

Self-Serve Beverage stations

Live music at the Stage Bar

