



We appreciate your understanding during this unprecedented situation. To provide transparency and an optimal guest experience, we have generated answers to the following frequently asked questions.

Q: WHAT SAFETY MEASURES ARE YOU TAKING TO PREVENT THE SPREAD OF COVID-19?

The health, safety and well-being of our guests and employees is our top priority. We have worked diligently to ensure we are prepared to safely return to operations. This means we are following all public health advice and have collaborated with our gaming regulators to develop a comprehensive health and safety plan so that you have peace of mind when playing at our properties. You can find more details on this plan located [here](#).

Q: HOW HAS THE CLOSURE AFFECTED THE PLAYER'S CLUB PROGRAM?

The Player's Club tier status that you had prior to our casinos closing will remain intact until at least July 1, 2021 – rest assured that your loyalty is valued and we want to ensure that you continue to enjoy the benefits you've earned until operations return to normal. Loyalty points and existing comp balances on your account will not be expired in 2020.

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

Offers issued prior to the March 16, 2020 closure are considered void. This includes all promotional offers such as slot or table play and gifting offers.

If you received a free play offer by mail in December 2020, these remain valid. Your offer can be downloaded directly at any slot machine. If you require assistance, please speak to a Guest Services team member.

Q: WILL I CONTINUE TO EARN POINTS?

All Player's Club members will continue to earn points that are redeemable for free play on our slot machines or cash through our Cashier locations. The value of points and rate of earning have not changed.

Q: WHAT AMENITIES ARE AVAILABLE?

In addition to the slot machines that opened on October 5, the Celtic Junction is also open. Food service will be available daily from 12pm – 9:00 pm. Bar service will be available in the Celtic Junction from 12pm to 10pm daily.

Q: WHY AREN'T TABLE GAMES OPEN?

Under the current restrictions, Table Games in Sydney are not economically viable. We will continue to re-evaluate as these restrictions are lifted in the future.

Q: WHEN ARE THE BUFFET SPECIALS COMING BACK?

There is not yet a timeline on relaunching those specials. We continue to follow public health orders and when it is permissible and safe to do so, we will revisit this offering.

Q: WHAT ARE YOUR HOURS OF OPERATION?

Our new hours of operation are from 12pm (noon) – 11pm, 7 days per week.

Q: WILL COMPLIMENTARY BEVERAGES BE AVAILABLE?

Yes, complimentary beverages (coffee, tea, water, and soda) will be served to guests seated at a slot machine. As required under Nova Scotia's Public Health Order, guests must consume beverages while seated and cannot move throughout the facility while carrying a beverage. Alcohol service will be available but only while seated in the Celtic Junction.

Q: ARE FACE COVERINGS MANDATORY FOR EVERYONE?

Face coverings are mandatory for all team members and guests. Face coverings may be removed while consuming a beverage in the Celtic Junction or lowered to allow for temporary beverage consumption while seated at a slot machine. Since face coverings are mandatory in most Nova Scotia buildings, most guests will arrive with their own; however, disposable face coverings will be supplied where needed.

Q: WHAT CONTACT TRACING MEASURES ARE IN PLACE?

Government-issued identification will be required upon entering the casino for contact tracing purposes in the event an individual is diagnosed with COVID-19. Guests will have their ID scanned and be asked to provide a contact phone number or email address. By retaining contact information for each guest frequenting a facility, Casino Nova Scotia can quickly and effectively support public health authorities in identifying others that may have come into contact with the diagnosed individual. Contact information will be retained for public health purposes only, and destroyed after 28 days. Guests who do not possess a government-issued piece of identification, may present a Player's Club card in addition to another piece of identification which bears their name, such as a credit card or bank card.