



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 freeplay offer by mail in December, the weekly offers from December 1 through January 10 are also void. Beginning January 11, all remaining offers for January, February and March will be honoured. 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: WILL I STILL QUALIFY FOR FREE PARKING?

At our Halifax location, Silver, Gold and Privé tier guests will continue to qualify for free daily parking. Bronze tier guests can earn free parking by earning 10 Player's Club points in any visit; simply visit Guest Services before returning to your vehicle. At our Sydney location, surface parking is always free.

Q: WHAT AMENITIES ARE AVAILABLE?

Slot machines are open daily from 12pm (noon) to 11pm. Food service is available daily from 2pm – 10 pm. Bar service will be available in approved lounge locations from 12pm to 10pm daily. Table games in the high limit room will be open daily from 5pm – 11pm. These operating hours may be adjusted as public health restrictions are eased.

Q: WHAT TABLE GAMES ARE OPEN IN THE HIGH LIMIT ROOM?

Roulette, Blackjack, Ultimate Texas Hold'Em and EZ Baccarat will be available at our Halifax location.

Q: WHY AREN'T TABLE GAMES ON THE MAIN FLOOR OPEN?

As we begin to activate additional businesses streams, we want to ensure we do so with an abundance of caution. By opening table games in the high limit room first, we can more tightly control the experience as we acclimate guests and staff to our new procedures and gauge demand. This will better prepare us to open table games on the main floor at a later date.

Q: WHEN IS POKER OPENING?

Due to the nature of poker and the difficulty in physical distancing, we do not yet have a timeline on opening the poker room.

Q: WHEN IS THE BUFFET OPENING?

There is not yet a timeline on reopening the buffet. We continue to follow public health orders and when it is permissible and safe to do so, we will revisit buffet service.

Q: WHAT ARE YOUR HOURS OF OPERATION?

Our current hours of operation are from 12pm (noon) – 11pm, 7 days per week. These hours may be adjusted as public health restrictions are eased.

Q: WILL COMPLIMENTARY BEVERAGES BE AVAILABLE?

Yes, complimentary beverages (coffee, tea, water, and soda) will be served to guests seated at a slot machine, or in approved lounge locations. 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 a restaurant or playing in the high limit room.

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 an approved lounge location, 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.

Q: WHEN WILL CONCERTS RESUME?

Ticketed concerts in the Schooner Showroom are not possible under the current Public Health guidance. We will revisit show availability and dates as Nova Scotia's Public Health Order is updated.