



RE-OPENING OCTOBER 5

Casino Nova Scotia will be reopening its Halifax and Sydney properties on October 5, 2020 as part of the Nova Scotia Gaming Corporation's plan for reopening the province's regulated gaming sector. The Casino Nova Scotia restart will be premised upon following detailed health & safety protocols, including reduced guest capacities, reduced gaming availability, and the temporary closure of most amenities.

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 SHOULD GUESTS EXPECT ON OCTOBER 5th?

Your Casino Nova Scotia experience will look and feel very different than it did a few months ago, but our team members are ready and committed to providing a safe, enjoyable experience. We have limited our capacity and will offer slot machine gaming only at this time in order to adhere to the physical distancing requirements issued by public health authorities. Your safety, security and comfort is our top priority.

Q: WHAT SAFETY MEASURES WILL YOU TAKE UPON RESUMING OPERATIONS 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?

Promotional offers such as slot or table play and gifting offers issued prior to our March 16 closure are considered void. Regular gaming offers will be reactivated at an appropriate future date.

Q: WILL I CONTINUE TO EARN POINTS?

All Player's Club members will continue to earn points that are redeemable for freeplay 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 CAN I EXPECT FROM A GAMING EXPERIENCE?

Our initial phase of reopening will include slot machine product only – table games, food outlets and alcohol service will not be available until a later date. We look forward to resuming more normalized operations at the appropriate time. At our Halifax location, the May Garden Asian Fusion Restaurant, which is not operated by Casino Nova Scotia, will be open for both food and beverage service.

Q: WHAT ARE YOUR HOURS OF OPERATION?

Our new hours of operation are from 12pm (noon) – 1am, 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, 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. Alcoholic beverages will not be available during the initial phase of our reopening.

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 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; however we do not anticipate any concerts taking place in 2020.