

OUR HEALTH & SAFETY GUIDELINES AND PROCEDURES

We recognize that the coming weeks are going to be challenging for all of us. But please know the Big M Casino has developed and implemented immediate robust steps and future policies and precautions to ensure a safe, comfortable, and clean environment however long the COVID-19 pandemic lasts, and beyond.

We are ensuring everyone's safety by:

Enhanced Disinfecting and Cleaning

WHAT WE ARE DOING:

- Having the ship professionally sanitized each day.
- Training all of our employees on the latest health and safety procedures.
- Using cleaning products and protocols which meet EPA guidelines.
- Having a dedicated staff onboard to continually clean our ship while sailing.
- Requiring all employees to wash or sanitize hands and/or equipment every hour and after any physical contact.
- Limiting the number of cruises each week to provide ample opportunity for additional deep cleaning of all Big M Casino facilities. Please check our updated cruise schedule.
- Having hand sanitizer stations available throughout the ship, ticketing & offices.
- Having a Company Health Officer aboard every cruise to ensure that the workplace--both land based and seagoing-- is in compliance with current specific company, state, and federal regulations, recommendations, and procedures.

Social Distancing

WHAT WE ARE DOING:

- Limiting the guest capacity on the ship. Advanced reservations are strongly encouraged.
- Reorganizing and limiting available seating and/or guests at gaming tables, at bars, and at dining and top deck seating areas.
- Alternating slot machines and removing chairs.
- Installing plastic shields at the cage, ticketing, and reservations counters.

- Suspending entertainment temporarily.
- Clearly marking hi-traffic and line-waiting areas with floor stickers for appropriate physical distancing.

Personal Protective Equipment (Masks & Gloves)

WHAT WE ARE DOING:

- Requiring that face masks are worn, at all times, by all guests, employees and contractors. Gloves will be mandatory for certain employees in specific departments.

Temperature Checks

WHAT WE ARE DOING:

- Requiring that all guests, employees and contractors have their temperature taken before entering our ticketing, office, and/or ship. Anyone with a temperature of 100.4 °F or higher or exhibiting flu or cold-like symptoms will be denied entry to Big M Casino facilities.

Dining

For your safety we are implementing the following:

- Suspending our buffet and instead are providing sandwich service throughout each cruise.
- Closing our self-serve coffee and beverage stations to guests.

GUEST REQUIREMENTS & EXPECTATIONS

WHAT WE ASK OF YOU

We have taken what we know now about the COVID-19 virus and implemented new policies to give guests and employees the tools they need to be safe and responsible. We thank you for helping us to maintain an environment designed to eliminate the spread of this disease.

GUEST REQUIREMENTS:

TO ENHANCE SOCIAL DISTANCING WE ARE LIMITING OUR CAPACITY – ADVANCED RESERVATIONS STRONGLY ENCOURAGED

Temperature Stations

- All guests will be required to stop at our Health Screening Station, located in a tent at the top of the dock, to have their temperature taken.

- All guests with a temperature below 100.4 °F and not exhibiting any cold/flu-like or COVID-19 symptoms will be welcomed onboard.
- Any guest with a temperature of 100.4 °F or over and/or exhibiting cold/flu-like systems will be taken to a private area for a secondary temporal temperature screening if requested.
- Any guest confirmed to have a temperature of 100.4 °F or over and/or cold/flu-like systems will not be allowed entry to any Big M Casino facilities or ship. Guests and employees that have previously displayed an elevated temperature may NOT return to the property without documented medical clearance
- We ask all guests to please stay home if they have ANY cold/flu-like or COVID-19 symptoms.

Personal Protective Equipment (Masks & Gloves)

- All guests are required to wear masks until further notice.
- Please bring a mask with you.
- Masks must be worn at all times (from parking lot to ticketing to ship, while onboard and when exiting ship) except when eating or drinking.
- Please make sure that your mask covers your mouth and nose – full facial masks are not allowed onboard due to safety and security considerations.
- When removing your mask (for eating or drinking), please do not allow your mask to touch any surface...please place your mask inside a personal item when not in use. We recommend bringing a plastic baggie for this purpose.
- Gloves are optional.

Social Distancing & Sanitizing

- Please practice social distancing wherever possible, especially in high traffic areas, standing at least 6 feet away from other guests or staff members.
- Please do not congregate in groups at slot machines and table games.
- Free standing hand sanitizers are placed throughout the ship for your convenience. Please use these whenever moving from one game to another or as needed to eliminate germs.

GUEST EXPECTATIONS:

Dining

- We are suspending our usual buffet and are providing deli sandwich service throughout the cruise.
- All self-serve coffee and beverage stations are closed to guests.

Smoking

- Temporarily, smoking will only be permitted on outside decks of the ship. Vaping is not permitted in any Big M facilities. As a reminder, smoking is never permitted on the docks.

Parking

- Golf cart service is available upon request. Only guests that arrived together will be permitted to ride together. Guests are not permitted in the front seat.

Table Games

- Table games will have every other seat open and limited to three people for Black Jack, four people for Roulette and three people on each side for Craps.

Slot Machines

- Alternating slot machines will be reconfigured with the chairs removed to allow for physical distancing between guests.

Disembarkation

- Guests will need to follow instructions from staff and will maintain social distancing guidelines while disembarking.