



As COVID-19 is having greater impact in the United States, our thoughts are with all of those who have been impacted by the virus. Hollywood Casino Perryville and the Greene Turtle Sports Bar & Grille are committed to providing a safe and clean environment to our guests and team members. In relation to the COVID-19 virus, we continue to closely monitor information from the Maryland Department of Health as well as the Centers for Disease Control. Currently, all casino gaming equipment and public areas are cleaned on a regular basis.

We are in strict adherence to the Centers for Disease Control's (CDC) guidelines and recommendations on the steps we can take to help prevent the spread of the virus. We have installed additional sanitizing stations throughout the casino and have ramped up our rigorous cleaning process as well. This means frequent cleaning of all surfaces, slot machines, touchscreens, kiosks, bathrooms and other high touch areas. We have instructed all Team Members to follow safe sanitation protocols, as well as frequent hand washing. In addition, the following items have been implemented for further guest and team member safety:

- More frequent public restroom cleaning rotations
- Additional sanitation stations in high volume areas and The Greene Turtle
- Increased sanitation of door handles and gaming devices
- Increase in the potency of the chemicals currently used to disinfect multi-touch surfaces
- Increased sanitization and rotation of cards, dice and chips.
- Regular sanitation of menus and other multi-touch surfaces after each guest use in all food and beverage venues
- Continued reinforcement amongst team members regarding cleanliness and sanitation, i.e. handwashing
- More frequent cleaning of multi-touch self-service buttons (soda machines, kiosk, ticket redemption units)

We have shared specific instructions with our employees on the importance of washing their hands and staying home if they feel sick or are returning from an area identified as posing a COVID-19 related risk. Per CDC recommendations, we will ask employees who have traveled to such locations or have been exposed to others who have traveled to such locations to self-quarantine for 14 days. We will continue to closely monitor the situation and do all we can to protect our customers, team members and community.

We encourage customers to continue their safety and vigilance efforts as well to ensure the safety of our colleagues and community. For more information on the impacts in Maryland, please visit the [Maryland Department of Health](https://www.maryland.gov/departmentofhealth/).

A handwritten signature in black ink, appearing to read 'Matt Heiskell'.

Matt Heiskell
General Manager



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Please play responsibly, for help visit [mdgamblinghelp.org](https://www.maryland.gov/departmentofhealth/) or call 1-800-GAMBLER. Must be 21. Must present valid ID.