

Tuesday, September 1, 2020

Dear Guest,

On behalf of the entire team here at Dover Downs, we are thrilled to welcome you to our resort!

Your safety and security will always be our top priority. Our team is diligently working alongside Delaware state and public health officials in accordance with EPA/CDC Guidelines to offer the most comprehensive safety, cleaning, and disinfecting measures known to limit the spread of COVID-19. Our company's hotels are also adhering to the most current guidelines presented by the American Hotel & Lodging Association. We are committed to maintaining vigilance for the safety of our guests and employees.

During your hotel visit, you may notice the following safety measures in place:

- Changes to hours of operation to the casino and dining outlets – schedule provided
- Temporary suspension of valet parking services
- Temperature checks and medical screenings at entrances
- Limited property entrances (hotel guests are asked to use the South entrance)
- Increased presence of hand sanitizer and sanitizing wipes throughout the casino
- Floor marks and modified seating for Social Distancing
- Mandatory face covering requirements in all public areas
- Increased cleaning and disinfecting of high-touch surfaces with EPA/CDC recognized chemicals
- Temporary suspension of mid-stay hotel housekeeping
- Temporary removal of some items from your guest room – these items are available upon request
- Removal of throw pillows and bed runners
- Temporary closure of hotel ice machines – ice is available upon request
- Limited capacity in elevators plus Social Distancing floor marks in place
- Additional cleaning, disinfecting, and inspection of guest rooms before being released for use
- Limited capacity in the fitness center and pool area with strict social distancing guidelines in place

Please visit <https://www.doverdowns.com/faq/> for more property information and answers to frequently asked questions related to our COVID-19 response. You may also dial "0" from your guest room telephone to reach resort operator. We are all in this together, and we appreciate your participation in helping limit the spread. Please enjoy your stay, and thank you for returning to Dover Downs!

Sincerely,



Nick Polcino
VP/GM

Come Play![®]
DOVER DOWNS[®]
HOTEL & CASINO