

GENERAL HEALTH AND SAFETY

Q: Are reservations required to attend live racing?

No. Reservations are not required to attend live racing. Walk-ups are accepted on a first come, first served basis, occupancy permitting. Please note you will be asked to present proof of double vaccination as well as government issued ID upon entry to the main building.

Q: What safety measures have you taken 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 were prepared to safely return to operations. This means we have collaborated with our gaming regulators and provincial health officials to develop a comprehensive health and safety plan for our sites so that you have peace of mind when playing at our properties.

Q: Are face coverings mandatory?

The health, safety and well-being of our guests and employees is our top priority. All guests and team members are required to wear a face mask at all times. A face mask must be one which covers your nose and chin, without gaps, and can loop around your ears. Masks may be comprised of a washable fabric or they can be a disposable mask. If guests remove their face covering to consume Food or Beverages at any time, it is required to be at a two metre distance unless a barrier exists. All consumption of food must be in designated Food and Beverage areas. Please note that plastic visors will not be considered an acceptable face mask upon entry. Should you forget your mask, Security can provide you one upon entry.

Q: Will you perform contact tracing?

Government issued Identification will be required upon entering any Great Canadian facility for contact tracing purposes in the event an individual is diagnosed with COVID-19. By retaining contact information for each guest frequenting a facility, Great Canadian can quickly and effectively support public health authorities identify others that may have come into contact with the diagnosed individual. Guests entering the building **must** provide all necessary contact tracing information. Contact information will be retained only for those purposes, and only for a 30 day period.

Q: Will you limit the maximum number of people in the building?

We continue to follow the direction of our regulators and provincial public health official and in order to make physical distancing easier, the allowable capacity at each Great Canadian property will be reduced to 50%. The number of guests permitted at each property will be posted on site.

Q: What are you doing to control indoor air quality?

Rigorous measures have been taken to maximize outside air circulation throughout our buildings and rooms with air filters that meet or exceed published standards. We are continuously monitoring building systems to ensure that these standards are met or exceeded for guests and team members.

FOOD AND BEVERAGE

Q. When will the buffet open and be back to normal?

Throughout the entire period that COVID-19 has been a public health concern, the health and safety of our guests and team members has been our highest priority, and we have uniformly supported all actions taken by provincial governments and provincial health authorities through this difficult time. Once those authorities provide direction that services like buffets can reopen, we will look to do so then.

Q. Why has your menu changed?

Throughout the entire period that COVID-19 has been a public health concern, the health and safety of our guests and team members has been our highest priority, and we have uniformly supported all actions taken by provincial governments and provincial health authorities through this difficult time. As a result, we have tailored our menus so they are consistent with these principles.

ONTARIO VACCINE PASSPORT

Great Canadian is adhering to provincial guidelines, which currently include indoor gathering limits, up to a maximum site capacity of 50%. The site capacity will be displayed at the entrance of each facility.

Q. Will I be required to show proof of full vaccination?

The Ontario provincial government has announced that as of September 22, 2021 proof of full vaccination (plus 14 days) will be required for guests to enter some non-essential businesses, of which casinos are included in this province-wide mandate.

Our Company's foundation is built on compliance and following this Provincial Health order, and any other order, will be strictly adhered to by our company. We will continue to adhere to direction and requirements of provincial health authorities in keeping with our highest priority, the safety of our team members and guests.

Guests will be required to provide proof of vaccination status through printed vaccine receipts or on a mobile device until an enhanced vaccine certificate with a QR code is available through the provincial government. Please note contact tracing and enhanced Health & Safety protocols remain in effect and valid government issued ID is required upon entry. Answers to frequently asked questions that you may have regarding proof of vaccination can be found by visiting the [Ontario Government Website](#).

Q. Download or print your vaccine certificate? covid19.ontariohealth.ca

Q. How can I print my vaccine certificate if I don't have a computer or printer?

Need to print your vaccine certificate but don't have a computer or printer? Here's what you can do:

- Call the Provincial Vaccine Contact Centre at 1-833-943-3900 to request a copy be sent by mail
- Visit your local library or ask a trusted friend to help you print a copy