

COVID-19 Update 3/15/2020

Taking care of our guests and our team members

As our loyal guest, your health and safety, the health and safety of our community, and the health and safety of our associates are our TOP priorities. Many guests have asked what will happen to their offers and rewards as a result of not coming in to visit or in the event we close during these times of uncertainty. **We will be taking care of you and our associates.** The below are answers to the most frequently asked questions and apply now and in the event of a mandatory closure.

- **Free Slot Play and Direct Bets as found in Monthly Mailer:** For all receiving our monthly mailer through the mail or email, you either have received -- or soon will receive -- your April Offers. Those offer amounts will remain the same in May 2020. As with all our monthly mailers, there will be an offer available any day you decide to return.
- **Promotions and Events:** You will be invited to any postponed event or promotion once rescheduled.
- **Your Tier Status:** We will prorate any points from February 14 through the end of the coronavirus state of emergency. All EIPs will retain status through June 2020.
- **Your Slot Points and Comps:** We will extend the expiration window for Slot Points and Comps from 12 months to 18 months

As we assure you of your continued offers and earned benefits, we speak the same message to our Scarlet Pearl Team Members. We have offered any team member with compromised immune systems the opportunity to refrain from coming to work, and they will receive full compensation and benefits (Medical Coverage, 401K match, etc.).

At Scarlet Pearl we are known for providing warm embraces to include hugs and kisses. During these times we respectfully request you support our commitment to social distancing. WE assure you there will be plenty of hugs and kisses from all of us to you...once the state of emergency is lifted.

Thank you for being part of our Scarlet Pearl Family

Warmest Regards,
LuAnn Pappas and the Scarlet Pearl Team