

Royal River Casino & Hotel  
COVID-19 Precautionary Press Release  
Friday March 13, 2020



For Immediate Release

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## **Royal River Casino & Hotel COVID-19 Prevention**

**Friday March 13, 2020: Flandreau, South Dakota**

To our valued guest and team members,

In these times of uncertainty, we want you to know that the health, safety and security of our guests and team members have and will continue to be the top priority of Royal River Casino & Hotel and the Flandreau Santee Sioux Tribal Leadership. Now more than ever, our business is you.

We understand that with the rapidly changing updates on travel restrictions and postponed or cancelled public events, people are in different places when it comes to doing what is best for them and their families. We cannot stress enough that we believe in responsible and safe travel.

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Hospitality is our business, and it is important to us that you feel confident when choosing Royal River Casino & Hotel as your entertainment and travel destination. That's why we are taking the following precautionary measures to provide peace of mind throughout your travels:

### **Environmental Cleaning Practices**

Royal River Casino and Hotel has always been committed to upholding the highest standard of cleanliness by continuing to work closely with industry partners who are global leader in the custodial industry. Our partners are committed to sharing best practices and the latest products that may be useful to combat the spread of COVID-19. We continue to work with the Flandreau Santee Sioux Tribe Clinical staff, Indian Health Services, and South Dakota Department of Health, as well as follow the Center for Disease Control and the World Health Organization's guidance on travel restrictions and responsibility of hosting public events.

Further we have increased the staffing levels as well as made our custodial products and protocols accessible to all team members to expand the effort to increase the frequency of cleaning and sanitizing all touch points across our property. The touch points include

- Faucets and toilet flush levers
- Doorknobs and locks
- Entrance and exit doors and door handles
- Handrails
- Slot machines handles and armrests
- Elevator buttons
- Light switches

As well increasing the placement of hand sanitizer dispensing stations in high-traffic, visible areas.

### **Operational Changes**

Effective Monday, March 16, 2020 Royal River Casino and Hotel's River Bend Restaurant will discontinue the operations of the buffet service and switch to menu only dining to further prevent to opportunity for the COVID-19 Virus to contaminate our property and threaten the health of our guests or team members. We do not take any operational change the effects the experience of our guests lightly and will monitor this change to restore buffet operations at the earliest responsible time.

Effective Immediately Royal River Casino and Hotel will discontinue our Birthday Booth Promotional Operations. Guests visiting the property with birthday in the month of March are still able to stop at the Guest Service Center to be enrolled in a Special Birthday Promotions on our Promotional Kiosks for a chance to win up to \$1000 in Free Slot Play.

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As we continue to monitor developments and navigate through these challenging circumstances, we want you to know that you can rely on us always to put your health and safety first. Thank you for trusting in Royal River Casino and the Flandreau Santee Sioux Tribal Nation.

We look forward to seeing you again soon.

James McDermott  
General Manager  
Royal River Casino & Hotel

Anthony Reider  
Tribal President  
Flandreau Santee Sioux Tribe