

DIAMOND JO CASINO CLOSURE FAQ'S

WHY DID DIAMOND JO CASINO CLOSE?

We complied with the directive from Governor Reynolds. In a press conference on March 17, Governor Reynolds issued a State of Public Health Disaster Emergency – which includes closure of casinos, restaurants and bars as a precautionary measure due to local cases of COVID-19. This includes Diamond Jo Casino.

DID DIAMOND JO CASINO HAVE A CONFIRMED CASE OF COVID-19?

No. There were no occurrences reported at this property.

HOW LONG WILL THE CLOSURE LAST?

Based on the Governor's order we were required to close the property on Tuesday, March 17 at noon. The company currently expects Diamond Jo Casino will remain closed through Tuesday, March 31 in compliance with the Governor's directive. The directive required a minimum of two weeks.

IF THAT CHANGES HOW WILL EVERYONE KNOW?

Just like the closure email that was sent, we will ensure an opening communication is sent out to everyone with an email in our database. Additionally, we will post this notice on our website, on our Facebook page and on Instagram. If you don't have access to any of those vehicles, you can call toll free, 800.582.5956 or 563.690.4800 and speak to a Diamond Jo Casino team member for up to the minute information.

HOW HAS DIAMOND JO CASINO PREPARED FOR COVID-19?

Prior to the closure, Diamond Jo Casino and Boyd Gaming were very focused on this serious concern and the health and safety of our guests. We followed the guidelines shared by the CDC and set up multiple self-service sanitizer stations at entrances to the casino and other areas of the property. We increased our cleaning schedules with CDC approved cleaners, disinfectants, and sanitizers. During the closure, this will continue so that we are clean and ready to open on the anticipated date of Wednesday, April 1.

WILL MY GAMING OFFERS BE AVAILABLE WHEN YOU RE-OPEN?

When you return, you will have core offers available for that time period. We are not planning to extend offers that were valid during the mandatory shut down.

ARE ANY EVENTS, PROMOTIONS, OR GROUPS HAPPENING?

Per the direction from the Governor, we have suspended or canceled all activities.

WHAT HAPPENS TO THE ENTRIES I EARNED FOR A PROMOTION THAT HAS BEEN SUSPENDED?

The following promotions have been suspended and will be resumed later.

Dream Big Gift Giveaway :: All earned entries and Qualifying Drawing tickets will be honored when the promotion resumes.

Progressive Payday :: All earned entries will be honored when the promotion resumes.

March Hoopla Tier Credit Race :: All earned Tier Credits will be honored when the promotion resumes.

WILL MY POINTS EXPIRE OR BE AFFECTED BY THE CLOSURE?

No. This time frame will not be factored in when we evaluate any person's inactivity.

WILL THE CLOSURE AFFECT MY FUTURE OFFERS?

No. This time frame will not be included in evaluations of your play moving forward.

ARE ANY EVENTS OR PROMOTIONS CANCELED FOR APRIL?

No. At this time, we are assuming that we will re-open on Wednesday, April 1 with full programming.

WHAT IF I HAVE TICKETS TO A CONCERT THAT HAS BEEN POSTPONED?

New performance dates will be released later, and all previously purchased tickets will be honored on the new show date. If you are no longer able to attend the show, refunds are available by calling toll free, 800.582.5956 or 563.690.4750, or email AaronRainey@BoydGaming.com.

WHAT IF I PLACED A BET AT FANDUEL FOR AN EVENT THAT HAS BEEN CANCELED?

FanDuel will refund all bets for canceled events. For postponed events, FanDuel will hold all bets. For more information, call FanDuel at 563.690.4865.