



# VALLEY FORGE CASINO RESORT CLOSURE FAQ'S

*REVISED MARCH 24, 2020*

## **WHY DID VALLEY FORGE CASINO RESORT CLOSE?**

We complied with the directive from Governor Tom Wolf. In a press conference on Thursday, March 12, he ordered the temporary closure of all public schools, community centers, gyms and entertainment venues in Montgomery County as a precautionary measure due to local cases of COVID-19. In a subsequent recommendation, Montgomery County was placed under a "stay-at-home" order beginning at 8pm on Monday, March 24. This included Valley Forge Casino Resort.

## **DID VALLEY FORGE CASINO RESORT 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 are required to remain closed until further notice. We will monitor and inform as we receive updates.

## **IF THAT CHANGES HOW WILL EVERYONE KNOW?**

Just like the community update emails we have sent, we will ensure an opening communication is sent out to everyone with an email in our database. Additionally, we will post a 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 888.267.1500 and speak to a Valley Forge Casino Resort team member for up to the minute information.

## **HOW HAS VALLEY FORGE CASINO RESORT PREPARED FOR COVID-19?**

Prior to the closure, Valley Forge Casino Resort and Boyd Gaming were very focused on this serious concern and the health & 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 hired temporary staff to assist with cleaning and increased our cleaning schedules with CDC approved cleaners, disinfectants and sanitizers. During the closure, we have continued sanitation efforts and will be ready to open our doors as soon as we are able.

## **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 canceled all activities during this extended timeframe.

**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. Additionally, we have suspended the expiration of earned points due to inactivity. This will be suspended until end of May 2020.

**WILL THE CLOSURE AFFECT MY FUTURE OFFERS?**

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

**CAN I MAKE FUTURE RESERVATIONS?**

We are happy to take hotel reservations for dates in the future. At this time, we will determine the date we will begin taking overnight guests again when a re-opening date has been confirmed.

**ARE ANY EVENTS OR PROMOTIONS CANCELED FOR APRIL?**

We have decided to suspend the weekly \$3,000 Blackjack Tournaments for the month of April.

**WHAT IF I DIDN'T EARN ENTRIES YET IN THE \$20,000 DREAM VACATION SWEEPSTAKES?**

Please don't worry. We totally understand that the entry earning period was cut short. We have extended the earning entry period for the \$20,000 Dream Sweepstakes date to Friday, April 24 to allow guests to still earn points. In order to accommodate this change, we canceled our 8th Anniversary Sweepstakes scheduled for that day.

**WILL THE BON JOVI TRIBUTE, 7800 FAHRENHEIT STILL HAPPEN ON SATURDAY, APRIL 11?**

We have postponed this concert until Saturday, August 1, 2020.

**WHAT DO I DO IF I HAVE A CASINO MARKER DUE DURING THE CLOSURE?**

If you have a marker due to be paid anytime during our closure, we have made the necessary arrangements to allow for a deposit to be made up to 4 days after re-opening. If for some reason that date will not be viable for you, please reach out to our Credit Manager directly by calling 888.267.1500.