



THE COMMERCE

CASINO & HOTEL

Reopening Frequently Asked Questions

1. Is The Commerce open and what are the hours?

- The Commerce is currently scheduled to reopen on **Monday, October 5, 2020** at **8:00am**. Thereafter, the normal hours of operation will be **10:00am – 2:00am and can vary based on demand**. Continue to check back for updates to our hours of operation.

2. Where will gaming take place?

- The current guidelines from the State of California and Los Angeles County allow for outdoor gaming.

3. What entrances will be open?

- The main driveway entrance on Telegraph will be open as well as the entrance off Tubeway. Please follow signage or directions from Security once you arrive on property to reach the outdoor gaming areas.

4. Will masks and/or gloves be required?

- All visitors, employees and vendors are required to wear facemasks that cover their nose and mouth at all times. Gloves are not required.

5. Will temperature checks be required to enter the casino?

- All visitors, employees and vendors are required to pass a temperature check. CDC/CCPA HEALTH SCREENING NOTICE. Per the CDC, we perform temperature screenings of visitors and employees entering our building. Be aware that some people with COVID-19 do not have a fever or other symptoms and that temperature screening is not 100% accurate. Temperature screening does not guarantee that you will not be exposed to, or contract, COVID-19 or any other illness while on these premises. Before you enter the casino, your temperature will be scanned from a distance. If your temperature scan reads 100.4° or higher, we will not be able to grant you admission and will require you to exit the premises.

Reopening Frequently Asked Questions continued

6. What are your cleaning protocols?

- We are conducting frequent cleaning and sanitizing with increased focus on high touch areas including the chairs and gaming tables. Hand sanitizer stations and/or disinfecting wipes will be readily available and easily accessible. We are following all requirements under the LA County Department of Public Health's Protocols for Cardrooms.

7. How many players will be allowed at a Poker table?

- A maximum of eight (8) seated players (with masks) will be allowed with plexiglass dividers.

8. How many players will be allowed at a California section table?

- A maximum of four (4) seated players (with masks) will be allowed with plexiglass dividers.

9. What game types and limits will be offered?

- A mix of Poker and California Section games will be offered, however, not all game types and limits will be available and may change on a daily basis. Use The Commerce App or check out the current list of Active Tables on commercecasino.com

10. Can you eat at the gaming tables?

- No eating or drinking will be allowed at the gaming tables per the LA County Department of Public Health safety guidelines. You will be able to order online from a limited food and beverage menu for pick up. Designated areas away from the gaming tables will be set up for you to eat and drink.

11. Are spectators still allowed?

- No spectators or standing behind playing customers will be allowed at this time.

12. Is your hotel open?

- No, the Crowne Plaza at Commerce is closed at this time. An update will be posted on our website and social media when it reopens in the near future.

13. Is the Arena open?

- No, the Arena is closed at this time. An update will be posted on our website and social media when it reopens.

Reopening Frequently Asked Questions continued

14. Is your valet open?

- No, valet is currently unavailable at this time. An update will be posted on our website and social media when it reopens.

15. Will there be any tournaments?

- No, all daily and major tournaments are currently suspended until further notice. We will provide an update in the future when they will return.

16. Can you smoke in the outdoor gaming area?

- No, you will not be allowed to smoke in the outdoor gaming area. A designated smoking area will be set up outdoors away from the gaming area.

17. Can I get a players bank check?

- Yes, by appointment only. Please contact c.winters@commercescasino.net to schedule an appointment.

18. Is the race book open? What are the hours of operation?

- The race book will be open in early-mid October. The hours of operation will vary according to race schedules. Please check our website and/or social media for updates and hours of operation.