



MEET WITH CONFIDENCE

OUR COMMITMENT TO HEALTH & SAFETY

At Mystic Lake® and Mystic Lake Center, everyone's health and well-being remains our highest priority. As one of the Midwest's premier resort destinations, we understand that the world of hospitality has changed. Our enhanced health and safety protocols are an important part of our commitment to protecting our guests and team members in this new normal.

Following the guidance of public health officials from the Centers for Disease Control and Prevention, Minnesota Department of Health and Shakopee Mdewakanton Sioux Community Tribal Public Health, we have modified our properties to ensure that we are operating in a way that keeps you and our team members safe. Our efforts include enhanced cleaning protocols and safety standards, an emphasis on health and wellness, and custom options for meetings and events.

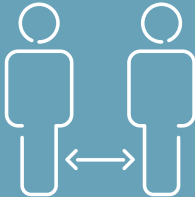
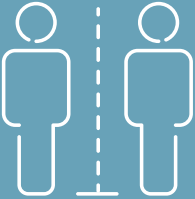
Our reopening follows a phased approach based on public health guidelines, and we will continue to add additional amenities and services over time.

Meet with confidence and peace of mind. Our Mystic Lake Center event professionals are here to help guide you through every aspect of safely planning and executing your next event.



MYSTIC LAKE
CENTER

CREATING HEALTHY SPACE



CONTACTLESS IN-ROOM DINING

Hotel guests can view digital menus and place room service orders directly from convenient in-room tablets. All transactions are cashless. Room service orders arrive via no-contact delivery in disposable packaging.

FACE MASKS

All guests and team members must wear masks. However, Mystic Lake Center guests may remove their masks to enjoy a meal during an event. When you are finished with your meal or need to get up from the table, we ask that you promptly replace your mask. We may refuse service if you're not properly wearing your mask.

PHYSICAL BARRIERS

Plexiglass barriers have been installed in areas such as the hotel front desk, box office, Club M®, cashier and food stations, and in between ATM machines.

SOCIAL DISTANCING

Guests and team members should practice physical distancing by standing at least 6 feet apart in event areas and in all front and back of house spaces. Event seating capacities and floor plans will be reviewed before events to ensure appropriate social distancing. Certain gathering areas will be marked with signage and floor decals have been installed at congregation points. If necessary, one-way signage for guest traffic flow will be indicated. Breaks will be located inside individual meeting rooms instead of in the pre-function space. During large events, we will position attendants at each bathroom to maintain occupancy limits. The Mystic Lake Center events team is happy to customize seating capacities and room layouts to meet individual distancing needs of groups.

AIR QUALITY

Mystic Lake Center is smoke free with a state-of-the-art HVAC system providing maximum ventilation. For the health and safety of our team members and guests, the smoking footprint of the casino floor has been reduced. Smoking is limited to a number of slot machines, and not permitted in Mystic Lake Center, the Promenade Hotel Tower or at any restaurants, bars, blackjack tables, Mystic Bingo® or Club M®. In designated casino smoking areas, masks must be worn when not actively smoking a lit cigarette or vaping (you may not remove your mask while simply holding a cigarette or vaping device).

CLEANING PROTOCOLS & SAFETY STANDARDS



ENHANCED CLEANING & SANITIZING

Enhanced chemical disinfectants are used property-wide to sanitize high-touch areas, restrooms and hotel rooms after guest use, frequently disinfecting areas multiple times per day. All shared equipment and meeting amenities are sanitized before and after each use, or are single use if not able to be effectively sanitized. All linens, including underlays, are replaced after each use. Clean and soiled linens are transported in sealed single use plastic bags into and out of meeting rooms.

EMPHASIS ON HYGIENE

Hand sanitizer stations are available to guests and team members throughout the property. Team members have undergone health training and are required to follow rigorous personal hygiene protocols regarding face masks and proper hand hygiene.

CLEANLINESS TRAINING

Team members participate in ongoing training in enhanced property-wide cleaning processes and sanitization standards based on guidance from the Centers for Disease Control and Prevention, Minnesota Department of Health and Shakopee Mdewakanton Sioux Community Tribal Public Health. Room attendants inspect all hotel rooms following strict protocols that ensure guestrooms are properly disinfected. All food and beverage team members are following safety and sanitization protocols with daily inspections and health standards in place.

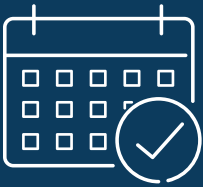


PROMOTING WELLNESS



THERMAL SCANNING

Non-invasive thermal scanning is being conducted at all entrances.



HEALTH SCREENING

All team members undergo a daily health screening. We follow specific protocols to address anyone showing symptoms of COVID-19 or reporting a positive test. If you are traveling from out of state, all members of your group may be asked to complete individual health assessments prior to your originating departure. If a guest answers that they are symptomatic or have been exposed to COVID-19, they will not be permitted on property under our current health and safety protocols. If a guest experiences symptoms of COVID-19 after arrival, they will be asked to leave. It will be the responsibility of the guest or person designated in charge of the group to arrange transportation off property.



HEALTH RESOURCES & GUIDANCE

Mystic Lake offers a full range of wellness programs and comprehensive health care services to team members through our free onsite clinics. Guidance from Shakopee Mdewakanton Sioux Community Tribal Public Health and federal and state health organizations is continually monitored and reviewed as enhanced safety requirements and protocols are implemented.



HEALTH CONCERNS

Mystic Lake responds swiftly to team member and guest health concerns and follows current health guidelines and existing protocols. Any team member feeling sick is encouraged to stay home. If a guest starts to feel ill, they are encouraged to notify Mystic Lake's security team. Team members exhibiting symptoms will be required to self-isolate from the onset of symptoms and meet applicable criteria and a health screening before returning to work.



CUSTOM OPTIONS FOR MEETINGS & EVENTS



BOOKING MYSTIC LAKE CENTER

Virtual tours and property videos are available in lieu of site visits and venue tours. Mystic Lake Center's event professionals can provide guidance on room setups, event layouts and capacity limitations. Health and safety plans are required for each event. Locations for breaks and food displays incorporate social distancing into every event design.



MUSICAL PERFORMANCES

Social distancing may need to expand for singers and musical instrument players. Their performance space, including on stage, should be arranged to maximize social distancing.



FOOD & BEVERAGE SAFETY

Mystic Lake Center follows safe food handling practices and sanitize all food and beverage equipment. Buffet meals have been eliminated in favor of plated or boxed meals. Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations. Break items will be limited to single serving wrapped or packaged items when possible. Coffee and other break items will be attended and served by a server. All servers wear face coverings and gloves at all times.



ENHANCED HOTEL SAFETY

High-grade disinfectants are deployed to sanitize touchpoints such as doors, handles, TV remotes, tablets, thermostats, light switches, hangers, etc. A dedicated team of associates regularly disinfects high-touch areas in the guestroom corridors. Make-up service for stayovers is unavailable. Towels, bed linens and other items are available upon request. Select non-essential items such as magazines, bed scarves, decorative pillows and extra blankets have been removed from rooms. Disposable cups have replaced glassware. Valet service remains temporarily closed, but drop-off is available at the hotel entrance.

Learn more about Mystic Lake's property-wide commitment to health and safety at mysticlake.com/welcomeback.