



We're Reopening on June 15th @ 10am

We have EXCITING NEWS! Bronco Billy's Casino will **reopen at 10:00am on Monday, June 15th**. We can't wait to see you again! During our closure, we have had many guests ask questions that we wanted to take a minute to answer.

When is Bronco Billy's reopening?

- **We will reopen on Monday, June 15, at 10:00 a.m.**

What has Bronco Billy's been doing to create a safe environment for reopening?

- Since the day after we closed on March 16th, our team has been working to completely clean and disinfect our entire facility – and that work continues today. Our slot team has been rearranging our slot floor, where possible, to create more distance for the comfort and safety of our guests. We have deep cleaned not just the casino floor, but all the hotel rooms, restaurants and our back of the house areas, too. We've installed plexi-glass like barriers for your safety at our cages and at the front desk.

Will there be anything new about Bronco Billy's when you reopen?

- While closed, we combined the Player's Club and the Cage into the new Player Services. Now, you will be able to take care of all your needs with one stop making the experience better for our guests. All the Mile High Rewards Club features and benefits still apply – only now you will be able to handle all your needs with one stop at our Player Services desks.
- We have created a whole new gaming area in the former Pho Restaurant location – be sure to look for your favorite games in this expanded gaming area.

When you reopen, do I have to have my temperature taken before entering the casino?

- Yes, all guests and employees are required to have their temperatures taken. We will have security posts at designated entrances to monitor guests and employees.

What if my temperature is only high because it is hot outside?

- Upon request, we can have a Key Manager conduct a secondary temperature screen.
- If both screens result in a high temperature, you are allowed a retry in 15 minutes

Do I need to wear a mask?

- Guests are required, by the State Department of Public Health, to wear a mask for entry to Bronco Billy's. Masks should not obscure the entire face and you might be asked to temporarily remove the mask to ensure proper identification from security or during a cage transaction.

Are my previous coupons valid since they are expired?

- No. Once an offer has expired, it is no longer valid. However, if you had a mail offer in March we will place 1 Core Offer on your Mile High Rewards Card to use before the end of the month.

Can I reserve a game if I want to eat, or smoke, or go to the restroom?

- As we will have a limited selection of games available for play, we cannot allow the reserving of any games.

What if I have an expired slot ticket (the voucher created when you hit the 'Cash Out' button), can I redeem it?

- We will extend the expiration period for any slot tickets that expired during our closure to August 12, 2020.

What about my Tier Status?

- Every single Mile High Rewards Club member will retain the same status as when we closed. No one will have their status decreased because of the closure

How often are your hotel rooms cleaned?

- All rooms are completely sanitized and disinfected upon check-out. We will provide towel service for stay-overs, if requested.

What restaurants will be open?

- Upon the casino reopening, we will be open the Home Café and The Crippled Cow restaurants from 11am-10pm. The hours and menus will be changing to meet State Guidelines.
- As soon as possible, we will also be reopening Baja Billy's and The Steakhouse.

Will the Christmas Casino reopen?

- The Christmas Casino will reopen on Friday, June 19 at 2pm. Going forward it will open limited hours of Fridays, 2pm-Midnight and Saturdays, Noon-midnight.

What's going on with your parking garage construction?

- You might recall that we hit the 'Pause' button when we had to close in March. The Covid-19 pandemic resulted in the total closure of our entire company for more than 2 months. We remain committed to building the garage, but the schedule for restarting that project won't be known until after we are able to reopen.

Can I bring an under-age person with my party to eat at the restaurants?

- No, since we have a limited occupancy within the casino we will not allow any under-age guest in at this time.

Thank you for being part of our Bronco Billy's Family and stay safe until we see you again.

Warmest regards,
Baxter Lee
General Manager