



Dear Mariah Contreras,

Just like you, we are closely monitoring new developments regarding COVID-19 (coronavirus). The health and safety of our guests and employees is of the utmost importance.

*We are committed to doing everything we can to make Wynn and Encore a respite when you visit one of our resorts.*

Therefore, we've decided to raise our usual standards of cleanliness and health safety *even higher*. We didn't become the leader in guest experiences by maintaining the status quo; you can count on us to be a travel leader in meeting the challenge of the coronavirus.

**What We Are Doing Differently:**

We have implemented several new policies and procedures, which follow recommendations from the U.S. Centers for Disease Control and Prevention (CDC) and the Southern Nevada Health District (SNHD). *In addition, Wynn Resorts has independently engaged as a noted consultant, Dr. Rebecca Katz, Director of the Center for Global Health Science and Security at Georgetown University Medical Center.*

*We are in constant communication with our employees to reinforce our sanitization safety procedures in both guest-facing and back-of-house areas. We are sanitizing high-traffic public areas at an increased frequency.*

- Hand sanitizers are located throughout public and back of house locations. Sanitizers are refilled and checked regularly.
- Public touch points, such as handrails, elevator buttons, door handles and knobs are cleaned multiple times throughout the day.
- Surfaces such as front desk, restaurant counters and dining tables are wiped regularly.
- The casino gaming floor slot machines are wiped and surfaces cleaned multiple times throughout the day.

*All departments have implemented hand washing or sanitizing procedures to take place multiple times during the employee's shift.*

- All employees are instructed each day on correct hand sanitizing procedures.
- Employees are instructed to wash hands before and after eating and before returning to a work area.

- Table gaming employees are instructed to wash hands after every break before returning to a game.
- Proper procedures are posted in all back-of-house work areas.

*All Wynn employees are prohibited from reporting to work with a respiratory illness that can be transmitted to others.*

- Wynn Resorts has instituted a new Employee Sick leave policy which offers 5 days paid sick leave to ensure employees who are ill remain home.
- Employees insured by the company have access to healthcare, many of whom also have access to a 24-hour telemedicine provider.
- If any employee were to be diagnosed as having coronavirus, they would be placed on a Medical Leave of Absence and would be paid for the duration of physician-mandated treatment.

*For guests who feel unwell, we have detailed protocols developed in partnership with the Southern Nevada Health District*

- If at any point a guest feels ill, they should return to their room and contact the front desk. A trained member of our staff will come to the room and help assess the situation, including taking a temperature reading, and evaluate the need for medical assistance

#### **We've Updated Our Reservation Policies:**

##### *For Hotel Reservations*

If you booked by calling the hotel direct or through [www.WynnLasVegas.com](http://www.WynnLasVegas.com), you may cancel your reservation 72 hours in advance with no penalty. Wynn Insider members may cancel 48 hours in advance with no penalty. Please contact the Discover Wynn Call Center (888) 320-9966 or (702) 770-7100 for assistance.

##### *For Show Tickets*

For performances taking place between now and April 30, you may cancel your reservation at any time and receive a full refund. Please contact (888) 320-7110 or (702) 770-7469 for assistance.

##### *For Dining Reservations*

To cancel, please contact Restaurant Reservations at (888) 320-7110 or (702) 770- 3463.

We want you to enjoy your stay with us. We assure you we will be attentive and vigilant so you can enjoy your vacation. For future updates on what we're doing in health safety, please visit [WynnInfo.com](http://WynnInfo.com).

Sincerely,



Matt Maddox  
CEO, Wynn Resorts



Connect with us.



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