

Royal River Casino & Hotel
COVID-19 Precautionary Press Release
March 31, 2020



For Immediate Release

Contact Information:

Royal River Casino & Hotel

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Royal River Casino & Hotel COVID-19 Prevention

March 31, 2020: Flandreau, South Dakota

To our valued guests and team members,

In these times of uncertainty, we want you to know that the health, safety and security of our guests and team members have and will continue to be the top priority of Royal River Casino & Hotel and the Flandreau Santee Sioux Tribal Leadership. Now more than ever, our business is you.

We understand that with the rapidly changing updates on travel restrictions and postponed or cancelled public events, people are in different places when it comes to doing what is best for them and their families. We cannot stress enough that we believe in responsible and safe travel.

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Hospitality is our business, and it is important to us that you feel confident when choosing Royal River Casino & Hotel as your entertainment and travel destination. That's why we are taking the following precautionary measures to provide peace of mind throughout your travels:

Temporary Closure

Royal River Casino and Hotel and the Flandreau Santee Sioux Tribal Executive Committee have made the difficult decision that it is in the best interest of our guests and team members to temporarily close the property effective 11:59pm on March 31, 2020. We want to remind our guest and team members that there are currently no positive COVID-19 tests in Moody County or related to the Royal River Casino & Hotel.

We will continue to work with the Flandreau Santee Sioux Tribe Clinical staff, Indian Health Services and South Dakota Department of Health and look to the Center for Disease Control and the World Health Organization's for guidance on travel restrictions and responsibility of hosting public gatherings. In this respect Royal River Casino & Hotel will remain closed until the public risk of exposure to COVID-19 decreases and the Emergency Closure Order issued by the Tribal Executive Committee is lifted.

Operational Changes

Effective immediately the First American Mart will change the operating hours to 10am-6pm daily for the period that Royal River Casino & Hotel remains closed. The fuel pumps will be available 24 hours a day via debit or credit card purchase.

Effective immediately Royal River Casino and Hotel has suspended the entertainment through May 31st. This includes rescheduling the Tribute to Johnny Cash show to July 11, 2020. Tickets from the March date will be honored for the July 11th show. The BuckCherry show for May 9, 2020 has been rescheduled for September 11, 2020. Tickets purchased for the May show will be valid for the September 11th show. In the event guests are unable to attend the rescheduled dates for the shows refunds can be received by visiting their point of sale.

All Promotions and Direct Mail Offers that were valid during the time that Royal River Casino and Hotel is closed will be canceled effective immediately.

We do not take any operational change that affects the experience of our guests lightly and will monitor these changes to restore to normal operations at the earliest responsible time. As we continue to monitor developments and navigate through these challenging circumstances, we want you to know that you can rely on us always to put your health and safety first. Thank you for trusting in Royal River Casino and the Flandreau Santee Sioux Tribal Nation.

We look forward to seeing you again soon.

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James McDermott
General Manager
Royal River Casino & Hotel

Anthony Reider
Tribal President
Flandreau Santee Sioux Tribe