



June 2020

## Rod N Reel Resort Frequently Asked Questions (FAQs)

**Q. What preparations are being made for reopening?**

A. We have instituted a new Rod N Reel Resort Safety and Sanitation Program. Please check it out at [www.RNRResortmd.com](http://www.RNRResortmd.com).

**Q. Are you open?**

A. Most of our facility is open. Currently open: Rod N Reel Hotel, Boardwalk Café (Outdoor Dining), Rod N Reel Restaurant (Inside and Curbside Carryout), CB Salon & Spa, Skills Barber Shop, Tackle Shop & Marina, Marina West, CB Rentals and JF Marine.

Also, on Friday, June 19<sup>th</sup> at 11 am we will open **CBQ**- our latest restaurant addition. CBQ will offer Chesapeake Beach Bar B Que featuring, Baby back Ribs, Bar B Que Chicken, Smoked Brisket of Beef, Pulled Pork and plenty of Wings! Homemade cole slaw, baked beans, collard greens and corn bread!

CBQ will be located on the first floor in between the Rod n Reel Main Dining Room and our all new Chesapeake Lounge game room!

**Q. Do you have a reopen date for the Rod N Reel Gaming?**

A. We have been given the date of Friday, June 19<sup>th</sup> at 5pm to be able to open the Game Rooms. We will follow all State and Federal Guidelines to keep our guests and Team Members as safe as possible.

**Q. Will you still have concerts at Rock the Dock?**

A. Free concerts outside began Friday, June 12<sup>th</sup>. We have booked some performers for our highly anticipated 100% reopening this summer, including The Wailers on Wednesday, August 19<sup>th</sup>, and Ginuwine, on Saturday, August 29<sup>th</sup>. Up to date information on our live music is available at [www.RocktheDock.com](http://www.RocktheDock.com).

**Q. Will I have to wear a mask during my visit?**

A. Currently everyone who visits the resort is required to wear a mask indoors as is State regulated.

**Q. Is the Gym at the Hotel open?**

A. Yes, the gym is open with max occupancy of 2 people at a time.

**Q. Is the Pool open at the Hotel?**

A. Our indoor pool will reopen once certified by the county department of health.

**Q. Is Valet or Shuttle Service available?**

A. Due to COVID-19, our Valet and Shuttle Service has been suspended until further notice. Additional surface parking has been added closer to the resort.

**Q. Can I still book a Charter Fishing Trip?**

A. Charter Captains are still booking trips and going out daily when weather permits.

**Q. Is the Head Boat running?**

A. The Head Boat runs daily. Weekdays: 8am – 3pm. Weekends: 7am – 12pm and 1pm – 6pm. You can purchase your tickets in the Tackle Shop or on Ticket Leap ([cbresortspa.ticketleap.com](http://cbresortspa.ticketleap.com))

**Q. Is the Chesapeake Beach Railway Museum open?**

A. No, the Railway Museum is closed until further notice. Please check their website for updates and other information at [www.ChesapeakeBeachRailwayMuseum.com](http://www.ChesapeakeBeachRailwayMuseum.com) or call at 410.257.3892.

**Q. Are you still having weddings and other events at the Resort?**

A. We are able to hold weddings and other events in our banquet facilities at 50% capacity. We are currently booking weddings, events, retreats, etc. If you are interested in booking a future event, please call us at 410.257.2735.

## **Game Room FAQs**

**Q. What happens to the Progressive Jackpots in the Game Room?**

A. All progressive Jackpots will be the same upon your return. Here are the top 3:  
10 Cent PenTech Jackpot- \$354,614.09 Our biggest jackpot EVER!  
5 Cent Encore Jackpot- \$98,368.06  
10 Cent Encore Jackpot- \$54,748.94

**Q. How will my Player Rewards offer qualification be affected?**

A. We will remove all of the missed days of play during our closure, so your levels should not be affected.

**Q. What will my Player Rewards offers be when you reopen?**

A. We will be suspending all Free Play offers at the first stage of our reopening. Once, we move to the final stage of reopening, offers will be evaluated and downloaded to player accounts based on account status at that time.

**Q. What happens to the Player Rewards offers that I missed during March?**

A. Unfortunately, any offers that expired will not be reloaded. However, once, we move to the final stage of reopening, offers will be evaluated and downloaded to player accounts based on account statuses at that time.

**Q. Will I receive a mailer for June/July Promotions?**

A. We will not be mailing a booklet, but we will email electronic copies of the mailer to players with valid email addresses. We will be pausing all offers and promotions at this time. We plan to resume Weekly Promotions starting in July.

**Q. What do I do if I have an expired Cashout Voucher?**

A. Bring any expired Cashout Vouchers back upon your return, and once verified, we will cash them out for you. Any expired ticket will be extended to a July 19, 2020 expiration date.

**Q. What will happen to my points from my Player Rewards card?**

A. Points will not expire.

**Q. What do I do with my Queen of Heart Ticket that was purchased for the March 17<sup>th</sup>'s Drawing?**

A. The first Queen of Hearts Drawing date following our reopening will be Tuesday, July 7<sup>th</sup>. Any ticket sold for the March 17<sup>th</sup> drawing will be valid, and we will sell additional tickets as well. The Queen of Hearts Jackpot Amount and Board have been secured during our closing, and we will pick up where we left off.

**Q. How will you allow for Physical Distancing in the Game Rooms?**

A. We are taking a hybrid approach using partitions and additional square footage to provide for appropriate Physical Distancing. The machines have been reconfigured throughout the property. We now offer five (5) games rooms of play instead of three (3). They now consist of the following:

- Chesapeake Lounge – Located on 1<sup>st</sup> floor.
- Pull Tab Corner – Located on the 1<sup>st</sup> floor.
- Bayside Room – Located on 2<sup>nd</sup> floor.
- Carousel Room – Located on 2<sup>nd</sup> floor.
- Bingo Room – Located on 2<sup>nd</sup> floor.

**Q. How will you allow for Physical Distancing at Bingo?**

A. At the first stage of reopening, bingo will be suspended. Kelly, our Bingo Manager, will continue to play online bingo for fun. We will open bingo sessions back up when we can allow for proper physical distancing to accommodate our bingo players.

### **Additional Information**

At Rod N Reel Resort, we have taken enhanced health and safety measures for you, our other guests, and our Team Members. You must follow all posted instructions while on our property. An inherent risk of exposure to the virus that caused COVID-19 exists in any public space where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the CDC, senior citizens and those with underlying medical conditions are especially at risk.

**By visiting Rod N Reel Resort, you voluntarily assume all risks related to exposure to the virus that causes COVID-19.**

It is important to be safe.