



March 29, 2020

Dear Valued Guest,

With the health and safety of our guests, team members and the community at the forefront of our decision-making process, the Tulalip Gaming Organization (Tulalip Resort Casino, Quil Ceda Creek Casino and Tulalip Bingo & Slots) will remain temporarily closed due to the Coronavirus pandemic and Governor Jay Inslee's order to "Stay Home, Stay Safe."

This is a unique crisis impacting all of us and conditions have evolved on an almost daily basis. For this reason, we have extended our team members' base wages and benefits another week. We will continue to monitor the situation - including local, state and national guidelines - before determining a date for re-opening all three properties.

We look forward to re-opening our doors and welcoming back our team members and guests. We understand that the past few weeks have been full of challenges for all of us, and we appreciate the support we've received from our guests and team members. We will work together to overcome this, and we will all emerge stronger. We want to let you know that when the time is right and you're ready, we'll be ready.

We also realize that during this uncertain time, many of our guests are wondering about how this temporary shutdown will impact their promotions, offers and benefits. We are dedicated to taking the necessary actions to ensure your ONE club membership provides the offers, rewards and benefits you've come to expect from us. Below are a few of the steps we are taking to make that happen:

- If you receive any Free Slot Play, Match Play and hotel offers that are valid during the time we are closed, please be assured that new, similar offers will be available to you when we reopen.
- We understand the importance of your ONE club status level and that the current earning period was impacted by this shutdown. Because of that, we will grandfather your status through the next period of evaluation.
- Birthday offers issued during the closure period will be extended. We'll let you know more specific details after a later date.
- We are making plans to extend any expiring Free Play and comps during the affected months. Once we resume daily operations, please bring cash-out vouchers with an expiration date during the closure to the casino cashier for review.

We'll continue to stay connected and provide you with regular communication. You can find those updates on our websites. Please visit these pages often and check your email inbox for important updates and information.

Thank you for your patience and understanding. We wish you good health and well-being.

Sincerely,

A handwritten signature in black ink that reads "Ken Kettler". The signature is written in a cursive, slightly slanted style.

Ken Kettler  
President and COO

[For more information about COVID-19, please click here.](#)