

# FREQUENTLY ASKED QUESTIONS

**Q: When are you planning to re-open?**

A: Morongo Casino Resort & Spa and Casino Morongo have officially announced the re-opening on Friday, May 22 at 2pm.

**Q: When can I book my Hotel rooms?**

A: Hotel reservations are available online on Morongo's [Home Page](#).

**Q: If I had a Hotel or Oasis Pool reservation during the closure, how can I get a refund?**

A: All reservations made between March 17 and June 15 have automatically been canceled. Guests with valid contact information received a call from our Management team to confirm the cancellation and refund. To reschedule your reservation or for any additional questions, our friendly Reservations Team is now available at 1-(888)-MORONGO.

**Q: Are you open for 24 hours?**

A: Yes, we are a 24/7 Casino.

**Q: What is the age requirement at Morongo?**

A: Effective Friday, May 22, Morongo Casino Resort and Spa and Casino Morongo will be an 18+ casino only. This age requirement will be enforced until further notice.

**Q: What happens to my Morongo Rewards tier status while you are closed?**

A: Your Morongo Rewards card tier status will pick up right where you left off before the closure. In addition, your earned points and cash back balances will not be affected.

**Q: My Morongo Rewards card has expired, but you said my tier status would be extended due to the closure. Can I still use my card?**

A: On your next visit to Morongo, stop by Player Services or see a friendly Morongo Rewards Ambassador on the casino floor to receive your card with an updated expiration date.

**Q: What happens to my March Morongo Rewards offers? Will I get new offers once you are open again?**

A: New offers have been sent out via mail for June. If you need to update your contact information, please go to our [Information Update Page](#) and submit your new information as soon as possible.

**Q: Can I still play on GOplay during the closure?**

A: Yes! Those that are still playing on GOplay will continue to earn GOplay credits valid for redeemables. Redeemables are currently unavailable. Log in to [GOplay](#) for more information!

**Q: What if my slot machine Cash Out Voucher expires while Morongo Casino Resort and Spa and Casino Morongo is temporarily closed?**

A: We are extending the expiration date for slot machine Cash Out Vouchers 6 months from their current expiration date for the Cash Out vouchers with a voucher expiration date that occurred on or before March 17, 2020. After Friday, May 22, the expired vouchers can be redeemed at any Player Services station with a valid government-issued ID.

**Q: Are you rescheduling your March casino promotions and events?**

A: All of our March casino promotions & events have been canceled during the temporary closure. Check back on our website and social pages for updates on new and upcoming promotions and events.

**Q: Are you cleaning the casino during the closure?**

A: Yes, while the casino has been temporarily closed, we have used the time to do a very thorough deep clean of the entire property.

**Q: What steps will you be taking to ensure the guests' and team members' safety when you re-open?**

A: The health, safety and well-being of our team members, guests, tribal members, and the community are always our top priority at Morongo. For a complete list of our mitigation efforts, please see our [Play Safe](#) webpage.

**Q: I had purchased tickets to a Concert that has been canceled or postponed. How can I get a refund?**

A: Artists with shows in March, April and May have been postponed for rescheduling. Shows scheduled for June have been canceled. Ticketmaster will automatically issue refunds for canceled concerts (refunds received within a week or two). If you are requesting a refund for a postponed concert, or if you purchased tickets at the Morongo Box Office, please send an email to [morongo@morongo.com](mailto:morongo@morongo.com) to submit a request for your refund. A friendly Box Office team member will contact you regarding your refund as soon as possible.

**Q: Will the Morongo Travel Center be closed as well?**

A: No, the Morongo Travel Center will remain open during the COVID-19 closure.

**Q: I need to file my taxes, and would like to request a W2G/1099 Win/Loss statement. How can I do this during your closure?**

A: To request a W2G Win/Loss Statement, please follow these steps:

1. Call (951)755-5340 and dial extension 23415 when prompted
2. Leave your name, address, Morongo Rewards number, and if you would like to receive your Win/Loss statement via email, your email address
3. You should receive your emailed statement within 1-2 business days, and mailed statements within 2-3 weeks.

OR

1. Open and print the Request for W2G Win/Loss Statement
2. After completing the form, please mail to the following address:  
Morongo Casino Resort & Spa  
Attn: Casino Audit Manager  
49500 Seminole Drive  
Cabazon, CA 92230
3. Your statement will be processed and mailed to your address within 2-3 weeks

*We apologize for any delays you may receive during the temporary closure.*

**Q: Who can I contact for a Media inquiry?**

A: For inquiries, please contact Simon Farmer at (909)322-1384 and [Simon\\_Farmer@morongo.com](mailto:Simon_Farmer@morongo.com), or Mike Fisher, Vice President OPR Communications, at (909)234-3593 and [mfisher@OPRUSA.com](mailto:mfisher@OPRUSA.com).