

**Frequently Asked Questions**  
**Prepared Date: 03/20/2020**

**COVID-19 FAQ**

**Have there been any confirmed cases of COVID-19 at Lone Star Park?**

- There have been no confirmed cases for COVID-19 at Lone Star Park.

**Are you closed? / Are you open?**

- All areas of Lone Star Park currently are closed.

**When will you reopen?**

- We will continue to closely monitor the situation and follow guidance from the Center for Disease Control (CDC). We will continue to keep you updated via our website and social media channels.

**When will horsemen be allowed to bring horses to Lone Star Park stables?**

- The temporary postponement is in effect through Sunday, May 3. At that time, we will reevaluate the situation based on available information, consultation with health officials and additional direction from Governor Abbott. We will continue to keep you updated with new information via our website and social media.

**What precautions has Lone Star Park been taking against the spread of the new coronavirus?**

- The health and safety of our patrons and employees is our main priority and our goal is to always maintain a clean, safe and healthy environment at Lone Star Park. We have increased our efforts around cleaning and disinfecting particularly in more heavily trafficked areas of our property.
- Additionally, our facilities undergo thorough cleaning daily to protect against transmission of the coronavirus. Our staff is trained to strictly follow the Center for Disease Control (CDC) standards and guidance with regard to communicable diseases.
- This includes policies for proper cleaning and disinfection practices of all areas of the property.
- All hard surfaces are cleaned with an industrial detergent, then disinfected using products which are on the EPA's list of antimicrobial products for use against the coronavirus.
- As with many companies, we have been monitoring the situation and receiving daily reports from the CDC about the progression of cases across the country as well as guidance on preventative measures.
- While the Lone Star Park is closed, we will continue to thoroughly clean and disinfect.

**How can I cash my tickets or vouchers?**

- Tickets may be cashed by mail. Please print clearly and send your ticket, name and address to:

Lone Star Park at Grand Prairie  
Attn: Mutuels Department  
100 Lone Star Parkway  
Grand Prairie, Texas 75050

Please send the ticket certified or registered mail, return receipt requested and retain a copy of the ticket for your records.

**I purchased tickets for the Bar and Book on May 1 and May 2 for the Kentucky Derby. Can I adjust my reservation or cancel?**

- Churchill Downs announced that the 2020 Kentucky Oaks and Kentucky Derby will now be scheduled for September 4 and September 5, 2020. All reservations inside the Bar & Book for May 1 have been adjusted to September 4, 2020 and Bar & Book reservations for May 2 have been adjusted to September 5, 2020. There is no need to call to adjust your reservation unless you want to cancel your reservation completely.