

# ALL MEET WELL

We are committed to you staying safe and staying well in all of our hotels

At each touchpoint along the guest journey through a 21c property, extensive measures are being taken to protect our guests and employees, and aid in preventing the spread of COVID-19.

All protocols have been developed following the guidance of the WHO, CDC & PHAC, AHLA & USTA, and local health and government authorities, and have been validated by our expert advisory partners for maximum efficacy. Enhanced hands-on training, dedicated on property rollout committees and a formal audit program ensure initial and continued compliance at all hotels across the 21c Museum Hotel portfolio.

## Pre-Event

- Onsite point of contact is to be identified via email prior to the event date, with a confirmed run of show and agreed upon service breaks.
- Event Manager/Captain and onsite contact to meet, at a safe distance 30 minutes prior to start time to ensure event space has all needs and any additions/re-arranging can be made with minimal people in the area

## Galleries + Meeting Spaces

- Gathering spaces rearranged to facilitate physical distancing to abide by local government guidelines with CDC recommendation as the minimum base
- Signage and markers communicating physical distancing protocols in gathering spaces
- Hand sanitizer stations in key areas throughout gathering spaces including near AV equipment set-up
- Guests are kindly asked to wear masks when stepping out of event space to public space (use restrooms, etc)
- Masks & gloves for all Meeting & Event staff, front and back of house
- PPE Waste Bin located in event space
- Additional trash cans placed throughout event space

## Covid Bar Service

- Guest to wear masks when approaching the bar and respect a 6ft marked/signed distance to the bartender
- Bartender makes drinks and places on a “pick-up” surface to the side of the bar for the guest to pick up
- “Cash” bars to have an additional labor fee and teammate who strictly is the cashier and not also handling drink service
- Whenever possible go “cashless” and use only portable Micros terminal
- Bar Surface to be disinfected every 30 minutes.

## Beverage Station + Buffet Guidelines

- Must be located at least 6 ft from other floor plan arrangements for service. Multiple stations may be needed to accommodate the group with proper spacing
- Distance indicators are in place to guide guests to recommended distancing
- Teammate(s) to attend all buffets and beverage stations. No self-service at this time
- If the team is refreshing, guests are asked to pause in self-service to allow teammate space to quickly work

## Plated Meal Service Guidelines

- Silverware roll-ups are pre-set with a B&B plate for dinner service
- Empty glasses presented with water carafes for guests to self-serve at the start of service
- Team's contact with the tables is either delivering food/drink or clearing food/drink. These steps cannot be combined.
- Take the meal orders
- Mark additional silverware as needed
- Bread service eliminated unless upon request from the planner. If requested, this will be single-serve by the team. No communal basket
- Proceed with the sequence of plated service, maintaining a safe distance, minimizing trips, and changing gloves between tasks
- Hand carry food plates – only 2 at a time from kitchen to guests.

## Event F+B Specifics

- All F&B equipment in room sanitized before and after every Meeting or Event
- Larger aisles and directional signage for one-way aisles
- All setups will allow 6' between chairs
- Increased outdoor and private spaces available for meals and breakouts (?)
- Salt and Pepper upon request only, ready at the sanitized station. All other condiments/accompaniments shift to upon request or disposable
- Buffets available with attendants. Confirm with your state and local guidelines
- Provide options that include self-contained vessels for service, or all items either wrapped individually or served individually with a cover on each plate
- Masks & gloves for all Meeting & Event staff, front, and back of house
- Increased frequency of cleaning and disinfecting for both front and back of house with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19

## Event Design + Floor Plans for Social Distancing

- Signage and markers communicating physical distancing protocols in all spaces
- Larger aisles and directional signage for one-way aisles
- All setups will allow 6' between chairs (unless the number of guests is under the state's maximum guest mandate)
- For social events, if there are guests from the same household, they may sit next to each other
- Increased outdoor and private spaces available for Meetings & Events
- Eliminate all preset items on tables

## Event Housekeeping

- All furniture and equipment inside room sanitized before and after every Meeting or Event
- Increased frequency of cleaning and disinfecting with EPA-registered chemicals, proven effective in preventing the transmission of COVID-19, with special attention to high-touch points

## Welcome + Check-In

- Welcome greeter manages queues to promote physical distancing
- Mandatory screening for all attendees, which includes temperature check and health screening questionnaire
- Set-up of check-in to promote physical distancing
- Coat racks, in inclement weather, located near check-in. Guests must self-serve with enough spacing in between coats/hangers so not touching