



# G COLLECTION

## VENUE POLICY FOR POST COVID-19 EVENTS

Cleanliness and Sanitization are always important in the event industry. But now, it is absolutely essential to help #stopthespread.

This document outlines information of the expectation from our guests and vendors, as well as guidelines for hand washing, face mask removal, and glove removal.

**TEMPERATURE TAKING** - should be completed upon arrival by each vendor team. Temperatures of 100.4 or higher will not be permitted on site.

**HAND WASHING** - should be completed every 30 minutes throughout setup and event, regardless if they are "dirty" or not.

**FACE MASKS** - face masks are to be worn by all vendors from the time of arrival to the time of departure at an event. The only time they can be removed is when hydrating or eating.

**GLOVES** - gloves must be worn by all culinary and beverage staff members throughout entirety of event.



**THE RITZ-CARLTON**

DOVE MOUNTAIN

# We're Ready to Welcome You

This 'new normal' may evolve and change over time to reflect government guidance and new societal expectations. What will never change, though, is our commitment to keeping hotel associates, guests and customers safe. This is our utmost priority.

We recently launched our Global Cleanliness Council, including experts from the field of medicine and public health to supplement our reputation of cleanliness and hospitality we've built throughout our history. Additionally, we've developed 200+ cleaning protocols throughout each step of our guests' journey and every physical space in the hotel. We are deploying scientifically supported practices and innovations, with focus on these specific details:

## DEEPER, MORE FREQUENT CLEANING

- ▶ Enhancing cleaning protocols to **disinfect every space**, ongoing and especially during peak usage
- ▶ Consistently and **frequently disinfecting** all **high-touch items** like elevator buttons and escalator handrails
- ▶ Hand **sanitation stations** added throughout the hotel, especially in high-traffic areas

## LESS CONTACT, MORE CONNECTION

- ▶ Using **mobile technology**: Mobile Key, Mobile Dining, eFolio delivery and Mobile Requests via the Marriott Bonvoy™ app
- ▶ Enabling social and **physical distancing** practices: reducing allowable capacities in spaces, increasing distance between furniture, and managing queueing areas
- ▶ Supporting hybrid meetings via **live-streaming capabilities**

## YOUR SANCTUARY

- ▶ **Deep cleaning** each guest room between stays
- ▶ Removing nonessential high-touch items that can't be disinfected, and providing **surface disinfecting wipes** in every guest room
- ▶ Limit in-stay housekeeping frequency to **reduce contact** during each stay

## NOURISHING THE 'NEW NORMAL'

- ▶ Replacing self-service buffets with a variety of **'grab and go'** contactless food + beverage options
- ▶ **Redesigning food + beverage** station set-ups to include protective barriers; removing non-essential items
- ▶ **Tailoring options** for groups and enabling reserved spaces

# Recent Events with Social Distancing – Brisa Lawn

