



CONDADO VANDERBILT  
HOTEL

## **Catering / Banquets Protocol COVID19**

### **Cleaning and Sanitizing**

- Our hotel uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria, and other airborne and blood borne pathogens.
- All shared equipment, such as, tables, chairs, sign stands, chafing dishes, and others, as well as meeting amenities will be sanitized before and after each use or be of single-use if not able to be sanitized.
- Floors, rugs, windows and surfaces will be cleaned and sanitized daily immediately after conclusion of events.
- Daily high-touch spaces and equipment such as, but not limited to, light controls/switches, doorknobs, handles, credenzas, curtain and air conditioning controls will be regularly wiped clean using approved sanitizing cleaners.
- Clean and soiled linens will be transported in sealed single use plastic bags in and out of the meeting rooms.
- All linen, including underlays, will be replaced after each use and will be washed at high temperature, in accordance with CDC guidelines.
- All china, utensils & glassware will be cleaned and sanitized before and immediately after each use, according to CDC guidelines.
  - Dishwasher machine water temperature to be set between 150 to 160 degrees Fahrenheit.
  - Cleaning chemicals to be used with a concentration of a minimum of 50 to 100 particles per millimeter (ppm)
  - Hotel uses EPA registered sanitizer for hard, non- porous food preparations surfaces and ware.
- The Hotel will provide roll or disposable flatware and cups upon request.
- During the Event:
  - Hand sanitizer dispensers will be placed at key places, such as room entrance, and bar.
  - Hand railings, elevators and door handles to and from the event spaces will be sanitized a minimum of 1 time per half hour (30 minutes).
  - All event venue's access doors will be operated by our Hotel Staff to avoid contact from guests.
  - Bar service area will be constantly wiped clean using approved sanitizing cleaners. Glasses will be sanitized; ice and garnishes must be covered and use of utensils to serve all the time.

### **Physical Distancing & Service**

- Guests should observe physical distancing rules
- All food & beverage items will be individually plated, served and manage by the Hotel Staff.
- All buffet self-serve style events will be suspended until further notice. Buffet stations will only be allowed with Hotel Staff behind acrylic guards.

- Coffee and other break items will be attended and served. Depending on the type of event the Coffee Service will be brought into the table with individual prepacked sweeteners by the Hotel Staff.
- Any beverage glass set in the table will be covered with a coaster.
- Flatware will be provided as a roll-up.
- Condiments will be served in individual PCs or sanitized individual containers.
- Bars:
  - Smaller satellite multiple bars with appropriate social distancing
  - All bars to have a bartender – No self-serve options; All bars should be Hosted so as to eliminate the need for cash transactions where possible
  - Bar/Alcoholic Beverages are served by using canned/pre-batched and bottled wines and cocktails in accordance with state/local liquor laws
  - All bars set with associate sanitizing station (all bartenders trained how to use sanitizer properly), gloves available, trash receptacle behind bar, ample dry paper towels to accompany anti-bacterial gel
  - Line from bar to form 3-6 feet (1.5 – 1.0 meter) away from the front of the bar. Place bars at distances in accordance with CDC/WHO guidelines.
  - Provide packaged sustainable straws and stir sticks as needed
  - Social distancing signage reminders and line designations to be at all bars
  - No monetary transactions, no tip jar.
  - Prepared drinks should be placed on a separate surface from the bar and guests will pick up from there. Surface to be cleaned immediately.
  - Tear down should be done in the heart of the house whenever possible
  - No pre-sliced bar fruit/garnishes used
  - Dispose of any remaining unpackaged food & beverage items
- Seat capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows Local Fire Authorities and CDC guidelines (and in coordination with Hotel Catering & Event Services).

### **Setups and Teardowns**

- The staff will wear mask and gloves for all events. Including third parties providing a service to the event.
- Meeting spaces will be sanitized during breaks and lunch periods. These cleanings will only be executed when all meeting guests have stepped out of the room for a break-out and completed prior to their return.
- Pens and pads will be available upon request.
- Pens will be sanitized before set-up and unused pads will be stored for 48 hours prior to being reused in another event.
- Meeting room amenities will be individually wrapped and should be set up, one per individual, not in trays to be shared.
- No personal or meeting related items can be left in meeting room at the conclusion of the day's meeting to allow for sanitizing to take place even if the meeting room will be used next day by the same group.
- Coffee Breaks will be broken down immediately after service (maximum duration 30 minutes)
- Set Ups:
  - 60" inch round table – 4 guests
  - 72" inch round table – 6 guests



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- 6' foot schoolroom table – 1 guest
- 8' foot schoolroom table – 2 guests
- Theater style – minimum 1m between chairs (on all sides)
- Additional set ups to be discuss and decided case by case with client
- Buffets & Stations – Tables to be set with an acrylic guard and a waiter serving
- Signage to remind attendees of social distancing.
- Physical Distancing Considerations that will be taking into account by the Hotel Staff when setting up each event:
  - Attendees spacing
  - Ingress / Egress
  - Aisle (s)
  - Presenter placement / Couple Sweetheart Table
- Third Parties:
  - All 3<sup>rd</sup> party vendors must receive, and agree to, written communication detailing hotel access, hotel access, safety measures, social distancing and PPE guidelines. Failure to adhere to these guidelines may result in asking the vendor to leave the property
  - Any additional equipment entering meeting spaces must be sanitized by the vendor, using approved methods/products.
  - All 3<sup>rd</sup> party vendors will be required to have everything set an hour prior to the event so the Hotel Staff can sanitize and clean all surfaces before the start of the activity.
  - All rented equipment must be picked up within an hour after the end of the event.
  - If linen napkin will be rented for the roll-ups, it must not be smaller than 18x18.
  - Clean and soiled rented linens to be transported in sealed single use plastic bags in and out of the meeting rooms.

### **Guest Considerations**

- Individual bottled water will be provided instead of water carafes on meeting tables and water stations.
- Develop examples of physically distanced floor plans for Hotel Catering & Events Services Department use.
- Create modified menus to showcase styles of services and items currently available.