



THE RITZ-CARLTON

ORLANDO, GRANDE LAKES

ENHANCED MEETING PROTOCOLS





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SERVICE STANDARDS FOR SOCIAL DISTANCING

Based on CDC, Federal and Local Government Covid-19 Guidelines.

Subject to change as guidelines evolve.

OUR APPROACH

Since Marriott's founding over 90 years ago, health and safety have been at the heart of our approach to hospitality. This commitment to our guests and associates continues to anchor us and it informs our decisions as we adapt to new challenges presented by COVID-19.

We understand that people are thinking about meetings and travel differently now. We are too. That is why we have elevated our exacting standards and rigorous protocols to create hospitality norms and behaviors to address the unique challenges presented by the current pandemic environment.

A SHARED RESPONSIBILITY

Through the decades, we have come together as partners. Never has that been more important than now. Responding effectively to this new environment is a shared responsibility.

We are laser-focused on providing our teams with the tools, training and resources that are necessary in this environment. Likewise, travelers must also take steps to protect everyone's health: to avoid traveling if not well, practice good hand hygiene, and physical distancing in high traffic areas throughout the hotel.

We believe success is never final, but it begins with listening. Please let us know if there is anything we could be doing differently or better. We always welcome guest feedback on the Marriott Bonvoy™ app, and we are grateful when our business partners share ideas or concerns directly with us. You can count on us, and we know we can count on you.

ENHANCED MEETING AND EVENT PROCEDURES

For our commitment to you and your attendee's health, safety and well-being the following best practices and procedures are in place for all events.

- Reminders for guests to practice physical distancing from each other to be placed throughout the meeting space utilizing digital display boards.
- Guests are encouraged to utilize mobile check-in and mobile guest room key. To facilitate mobile check-in, guests must register Marriott Bonvoy Number on room reservation.
- Guests are encouraged to limit to no more than 4 guests at a time in elevators.
- Hotel Ladies and Gentlemen dedicated to cleaning high touch point areas throughout the public space and restrooms of the hotel utilizing CDC approved disinfectant.
- All hotel shared tools and equipment which Ladies and Gentlemen utilize are sanitized prior to, during and after usage.
- Meeting space foyer furniture meets physical distancing guidelines.
- Meeting planners are encouraged to communicate with hotel staff utilizing text messaging and the Marriott Meeting Services Application.
- Hand sanitation stations added throughout the hotel, especially in high-traffic areas including meeting space

HOTEL LADIES AND GENTLEMEN

- Dedicated Cleanliness Champion helps lead the hotel in how it can ensure guest and associate safety. Additionally, all Ladies and Gentlemen are required to take training on COVID-19 and safety and sanitization protocols.
- Ladies and Gentlemen exhibiting symptoms are required to self-isolate from the onset of symptoms and meet applicable public health criteria before returning to work.
- All hotel Ladies and Gentlemen are required to have temperatures taken prior to the start of their shift.
- All Ladies and Gentlemen will wear a face covering as part of their uniform.

MEETING REGISTRATION SET-UP

- Groups are encouraged to distribute name badges and applicable materials digitally or via mail in advance of the event.
- Registration tables can only be set in areas that facilitate proper physical distancing while guests are in line.

MEETING ROOM SET-UP

- Pads, pens are available upon request. (Sanitized between meetings.)
- Individual mints are available upon request.
- All meeting room setup take into account proper physical distancing while setting the room.
- Wherever possible meeting room doors labeled with Entry and Exit Signs to facilitate traffic flow in meeting rooms.
- If possible meeting room doors are left open to reduce hand to surface contact.
- All rooms cleaned and sanitized after meeting room is set for an event.
- Rooms cleaned & sanitized at the end of each day for multi day events.
- Hand sanitizing stations are present at the entrances of the meeting space.
- All vendors submitting floor plans must clearly indicate table/chair spacing

MEAL SERVICE

- Plated meals are highly encouraged.
- Buffet meals require an attendant fee, 1 per 100 guests
- All condiments (salt, pepper, cream & sugar) served in individual portions.
- Groups are encouraged to allow additional time for meal service.
- Hand sanitizer is available at the entrance to all meal rooms.

COFFEE BREAKS

- Coffee Breaks require an attendant fee, 1 per 50 guests
- Communal break service is not available for guest safety.
- Groups are encouraged to allow additional time for break service in between meeting functions and break in smaller individual groups if possible.
- Buffet shields used as applicable.
- Attendant to service – Take coffee order, add dairy and flavored sweetener as requested and offer PC Sweetener Equal, Splenda, etc. & pre-wrapped stir stick
- Service by Ladies and Gentlemen with face covering and gloves
- All disposable ware for outdoor events only.
- Napkins provided by attendant.
- Single wipes for coffee urns
- Coffee stations and beverage stations spaced apart

COLD BEVERAGE STATION – (BOTTLED ITEMS)

- Station manned by Ladies and Gentlemen with face covering and gloves
- No ice available – all beverages pre-chilled
- Napkins provided by attendant.

SNACKS/PASTRIES

- Passed pre-packaged snacks
- Snack Bags with healthy, sweet and salty snack – butler passed
- Individually wrapped pastries/cookies/desserts

CLEANLINESS/MISC.

- Sanitizer stations available for attendees in public area
- Ladies and Gentlemen designated specifically for cleaning and sanitization will not be cross-utilized.
- Multiple large trash cans will be dispersed throughout the meeting space.
- Signage indicating social distancing procedures

PLATED MEALS

- Beverage service served tableside
- Salt and pepper will be offered or upon request.
- Coffee served table side
- Food will be served tableside by server.
- Tables 10' apart from center of table with 6 people per 72" tables/4 per 66" tables
- Service by Ladies and Gentlemen with face covering
- Wine and Cocktail service table side by servers
- Based on group size and seating available stagger meal times – coordinate with Meeting Planner
- Signage indicating social distancing procedures

BOX MEALS

- Attendant to hand out boxes at station
- Show Plate on display to show contents of box
- Service by Ladies and Gentlemen with face covering and gloves
- Attendant to service – Take coffee order, add dairy and flavored sweetener as requested and offer PC Sweetener Equal, Splenda, etc. & pre-wrapped stir stick
- Hot "Box" Lunch option
- Tables 10' apart from center of table with 6 people per 72" tables/4 per 66" tables
- Ladies and Gentlemen specific for cleanup and stations – cannot cross utilize
- Multiple number of large trash cans
- Signage indicating social distancing procedures

ACTION STATIONS

- Buffet selections served by Attendants
- Rolled silverware and To Go available at buffet/station
- Station manned by Ladies and Gentlemen with face covering and gloves
- Salt and pepper will be offered or upon request.
- Coffee Stations with Attendant – Same SOP as at a Coffee Break
- Tables 10' apart from center of table with 6 people per 72" tables/4 per 66" tables
- Based on group size and seating available potentially stagger meal times – coordinate with Meeting Planner
- Signage indicating social distancing procedures

BARS

- Crafted cocktail service
- Station manned by masked and gloved Ladies and Gentlemen
- Disposable ware and pre-wrapped stir sticks available upon request.
- Napkins provided by bartender.
- Signage indicating social distancing procedures

RECEPTION SERVICE

- Bar placement set in areas that facilitate proper physical distancing while guests are in line.
- Bar surface sanitized in between each guest interaction.
- All reception items are plated and served by hotel associate, passed service will not be available.

EXHIBITS

- All table top exhibits are set to reflect physical distancing.
- Pipe and Drape Booths should utilize spacing between each booth or utilize 8' tall drape on all 3 sides of a booth to provide a barrier between booths.
- For exhibits taking place inside meeting space, groups are encouraged to create one-way aisles for guest flow.
- Food and beverage service will not be available in individual exhibit booths or aisle ways.

MEETING ROOMS

- Event Concierge to prop open meeting room doors when appropriate
- Adjust meeting room capacities based on current Covid-19 guidelines
- Pads, pens are available upon request. (Sanitized between meetings.)
- Schoolroom set at 1 per 6' or 2 per 8'
- Rounds at 4 guests at a 66" round or 6 guests at a round of 72"
- Theatre Style chairs are 3 feet apart.
- Tables, chairs and touch points in meeting room to be sanitized after each day.
- Event Manager to offer assistance to hire a local registered nurse if requested by the meeting planner.
- Banquet chairs to be sanitized at each break

PSAV

- PSAV will offer various meeting design options, focused on room layout and traffic flow efficiencies.
- Technology considerations such as virtual/hybrid meetings, on property room to room and/or on property room to multi-venue webcasting, recordings, web-conferencing and conference Apps for increased attendee communication.
- Technicians will use approved cleaners/disinfectants to clean all high-touch areas of PSAV equipment to include: microphones, projectors slide advancers/wireless clickers, flipchart and markers, laptops, podiums polycoms, etc.
- Technicians will leave a cleaning verification card with their name, signature and date/time the cleaning was completed (~1 hour prior to event start)
- Technicians will meet guest in room prior to doors, make introductions, test equipment and verify cleaning.
- PSAV will work hand in hand with clients and event manners on social distancing standards and attendee safety.

OUTSIDE VENDORS

- All outside vendors are required to wear masks when in the back of house areas of the hotel. Vendors to supply own masks.
- Vendors are required to disinfect all items brought into the hotel.
- All vendors will be required to wear a mask while in public spaces.

ADDITIONAL PROCEDURES

- Promote Mobile Check In with meeting planners. Attendees who are Bonvoy Members have this option
- FedEx to create surface graphics and floor clings to promote distancing
- Hand sanitizer at electronic hotel information boards
- All Marriott Ladies and Gentlemen are required to wear a face covering
- Signage requiring guests to wear masks while in public spaces. Exceptions include when a child is under the age of two, while practicing social distancing when dining, exercising or seated at the pool.
- Load-in/Load out Officer is required for badging and temperature screening of all vendors and contractors