



## Questions to ask Hotels during COVID as you prepare for in person meetings

- **Have you recently hosted groups of our size, and can I get the contact's name of the group to see how/what they did?**
  - **What are the current local guidelines (both on property and within the county) in regard to COVID protocols?**
    - Is there a current mask mandate/requirement in the city/property?
    - If not, will staff on property and more specifically, in the meeting space, be required to mask?
    - Are there any capacity restrictions within the county, meeting space, etc?
      - \_\_\_ per 6' classroom
      - \_\_\_ at each round (what size rounds do you have)
  - **What is the hotels process if someone starts to exhibit COVID symptoms?**
  - **Where are the closest testing locations to the property?**
  - **Are there any other groups on property over our program dates?**
    - What dates are they in?
    - What space do they have?
    - Can we work to be in different parts of the building (if applicable)?
    - Can you connect us with their planner so we can ask about their health and safety protocols?
- How many hand sanitizers (free standing, wall-mount, etc.) are available within the meeting space?**

### Meals:

- Do you have sneeze guards at buffets?
  - Do you have attendants at buffet or self-serve?
    - If self-serve, what is the cost to add attendants?
  - **Water Stations:**
    - Are you currently offering water stations?
    - If bottled water only, are you offering a discounted price on this?
  - **Coffee Breaks:**
    - Do you have coffee urns with push bars so less opportunities for a high touch point?
    - Can we have these attended if not?
  - **Flow into meeting space:**
    - We temperature check our attendees before the start of each day. What is the most common path into the space that we can catch attendees before in event space?
  - **Pads/Pens on Tables:**
    - Are you currently setting these items?
    - If setting, are you putting at each seat or in a station within the room?
  - **What is your sanitization process – between meetings, daily, etc.**
    - If we had groups moving between rooms, how long do we need to allow to be sanitized/refreshed before the next group can enter?
      - We have been having people keep their exact seat throughout the day to cut down on the need for re-sanitizing, concerns about moving around
  - **What are the current modifications to the following at your property?**
    - Housekeeping
    - Food and Beverage Outlets (including room service)
    - Are any amenities currently unavailable? (ie: Shuttle Service, Gym, etc.)
    - If a property with a resort fee, what has altered or changed from when we signed contract
- Is your property currently operating at 100% occupancy? If not, what are you currently running at?**

