

ENHANCED MEETING & EVENT SAFETY PROTOCOLS

We are dedicated to providing a safe and healthy environment for our clients, team members, and all attending guests. Following guidelines from the Center for Disease Control (CDC), World Health Organization (WHO) and the American Hotel & Lodging Association (AHLA), we have revised and updated many of our procedures in an effort to prevent the spread of COVID-19. Our strategies and protocols will continue to evolve accordingly, with the health and safety of our guests and staff as our number one priority.

CLEAN MEETINGS

- Eliminate high touch “communal” stations (water, charging, snacks, office supplies, etc.).
- Food and Beverage servers will wear masks during service, as well as gloves which change between service tasks.
- Utilize individual beverage/waters.
- Provide single use cups for coffee (no mugs), individually packaged stir sticks and sugars as well as individually packaged food items for breaks or prepackaged by the hotel.
- No pads or pens as part of set. If the meeting planner requires these items, the pens must be new (unused pens that are wiped and disposed of after every use).
- Provide graphics, signage and floor markings to guide & ensure social distancing in areas that people may congregate.
- Doors should be kept open as much as possible to reduce guest touch points. Disinfect handle/plate often and after any contact.

ROUNDS

- Sixty-six (66) inch rounds may be set to your specific spacing requests to accommodate from 1 - 6 guests maximum with encouraged 4-6 feet of suggested separation. This distancing will be defined by the client’s preference and must adhere to local government requirements.
- Set Tables an adequate distance apart from each other to ensure we maintain 3-6 feet of separation between guests

PLATED MEALS & BUFFET ACTION STATIONS

- Attendants are to serve all buffet meals and beverages from behind a protective barrier (sneeze guard, Plexiglas shield or like barrier).
- Tables only preset with roll up style flatware (may use single use center pieces). All glassware that is present will be set upside down on tables.
- Plates will be protected (behind barrier) and not on display.
- Server will pick up each plate with gloved hands.
- Restrict all reusable centerpieces/amenities.
- Tables will not be preset with water, iced tea, butter, breads, salt & pepper shakers etc. Served only on request or single-use stations.
- Bread stations for breakfast buffet including toaster will be handled by attendant. Bread service for breakfast, lunch and dinner will be offered to guest seated ala carte by servers.
- Breakfast fruits, lunch/dinner salads and desserts will be individually plated.
- Pastries, bakery items and sandwiches on buffets/breaks will be individually wrapped.
- All Hors d’ oeuvres will be displayed with attendant, rather than butler passed.

VENUE AND CAPACITY SPECS

ROOM	DIMENSIONS	SQ. FT	MAX. THEATER	DISTANCE THEATER	MAX. CLASSROOM	DISTANCE CLASSROOM	MAX. CONFERENCE	DISTANCE CONFERENCE	MAX. U-SHAPE	DISTANCE U-SHAPE	MAX. BANQUET	DISTANCE BANQUET
GARDEN LEVEL												
Rowe Pavilion	32'x42'x16'	1,344+	--	--	--	--	--	--	--	--	100	20
Beach Pavilion	31'x50'x16'	1,550+	125	24	--	--	20	10	--	--	100+	36
Fitzgerald Room	23'x21'x8'	483	40	10	20	6	20	8	20	7	30	12
Gatsby	46'x35'x9'5"	1,500	60	--	24	14	24	--	30	7	50	--
LOBBY LEVEL												
Grand Ballroom	107'x53'x16'	5,671	500	60	300	60	50	32	50	32	300	102
Ballroom Arcade	110'x15'x14'	1,650	--	--	--	--	--	--	--	--	--	--
Bowman	27'x15'x9'	405	--	--	--	--	14	--	--	--	--	--
Beard	35'x13'x9'	455	30	10	24	10	24	12	20	13	24	--
Hurley	30'x17'x9'	510	30	12	24	8	24	10	20	10	24	--
Veranda	90'x12'	1,080	--	--	--	--	--	--	--	--	124	24
FIFTH FLOOR												
King Charles Ballroom	69'x50'x15'	3,450	350	44	170	44	50	18	70	20	240	96
South Terrace	50'x50'x10'	2,500	150	32	100	32	48	16	46	16	150	72
South Terrace Veranda	51'x52'	2,652	--	--	--	--	--	--	--	16	100	72
North Terrace	50'x50'x10'	2,500	150	32	100	32	48	16	46	16	150	72
North Terrace Veranda	51'x52'	2,652	--	--	--	--	--	--	--	--	100	72
Del Prado	53'x40'x15'	2,120	150	24	110	24	48	16	50	17	120	54
Buena Vista	50'x30'x15'	1,500	90	12	64	12	38	14	30	14	70	30
MEETING ROOMS												
Harold Room	19'x17'x8'	323	24	6	15	6	14	6	10	6	16	12
Parker Room	19'x17'x8'	323	24	6	15	6	14	6	10	6	16	12
BEACH HOUSE SUITES												
Herring Gull	24'x43'x7'	1,032	50	20	28	12	24	10	22	10	50	18
Patio	44'x37'	1,700	--	--	--	--	--	--	--	--	70	24
Pavilion	60'x61'	3,670	--	--	--	--	--	--	--	--	125	36

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Daily health screening, including temperature checks; Frequent sanitization of all associate common areas; Thorough re-training on proper hygiene and best practices; Personal Protective Equipment (PPE)



CLEANLINESS

Increased frequency of sanitization with EPA-certified cleansers that are CDC-compliant; Additional guest sanitization stations in public areas; Increased cleaning of HVAC systems and replacement of air filters



ARRIVAL EXPERIENCE

Trained bellman to assist with luggage and ensuring safe arrival; Limited contact with front doors, bell carts and key cards; Limited contact check-in/check-out process and glass dividers at teller counters



SOCIAL DISTANCING

Signage and distance indicators are used throughout the hotel in high-traffic areas to allow for and encourage proper social distancing



GUEST ROOMS

Enhanced disinfecting of high-touch items; Requested items will be delivered in a contactless manner



AMENITIES & RECREATION

Pool and beach furniture arranged for proper social distancing; Thorough disinfecting of equipment in fitness centers with limited capacities



RESPONSE & PROTOCOLS

Enact safety protocols specific to COVID-19; Coordinate medical assistance requests or self-isolation needs; Deep cleaning of all known points of contact and re-cleaning of impacted common and high-traffic areas; Assist health professionals with contact tracing



TRAFFIC FLOW

High-traffic areas will be designated as one-way passages to include wider aisles, where practical; Informational signage throughout all locations to communicate information such as recommendations, health alerts and guidelines from the CDC



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Reduced capacity limits and scheduling modifications; Required PPE for associates and service providers; Stringent cleaning and disinfecting following each service; Modified treatment protocol to ensure guest and staff safety



OUTLETS

All cleaning and disinfecting measures follow CDC and EPA guidelines; Kitchens deep cleaned and sanitized at a higher frequency including the cleaning of food prep stations after each use; All dining tables, chairs, and common furniture will be disinfected after each guest use; Contactless menus available at all dining outlets



MEETING & EVENT SPACE

Spaces will be modified to allow for limited touch and proper social distancing; Updated seating capacities and room set options available; Additional sanitation stations; Physical barriers to be used at event registration, where practical



AUDIOVISUAL

High-touch equipment will be disinfected after each session; PSAV team members will follow daily health screening; PSAV will provide multiple options to planners to assist in virtual content for attendees not on-site