



THE RITZ-CARLTON

LAGUNA NIGUEL

MEETINGS AND SPECIAL EVENTS CLEANLINESS PRACTICES

The well-being of our guests and Ladies and Gentlemen is of utmost importance. We remain committed to providing a clean and comfortable environment for all who visit our resort. Below are steps we are taking to keep everyone healthy. Each operating department has its own customized set of procedures, even more detailed than the summary presented here. We will continue to refine and update our plans based on our State and CDC Guidelines.

MEETING LOGISTICS

ARRIVAL AND REGISTRATION

- All arrival should be pre-informed about social distancing guidelines at your hotel
 - Promote contactless arrival in pre-arrival communications
- Modified registration is recommended: Tables should be in spaced out by 6 – 3 feet with 1 chair only if required
 - Signage with social distancing and distance markers must be in place
 - Masks and sanitizers are available

Meeting Planner Options (Additional Cost/Possible to Outsource to 3rd Party):

- Planners can opt to manage the process and test attendees for COVID-19
- Sanitization of any on-site area used to be paid and conducted by group guest
 - Additional Security to check badges and limit access to attendees only

SERVICE

- Service staff to strictly adhere to bare-hand contact protocol when setting up tables and preparing all guest touching/eating surfaced
 - Where possible, prop doors open and reduce frequent touch interactions
 - Adjust protocols for cleaning and spacing of guests for meeting space restrooms
- Clean a minimum of once per hour and following heavy break use. Help guests adhere to distancing protocols for restroom occupancy

MEETING SET UP

- Meeting capacities must be reduced to align with social distancing guidelines and discussions with group guests
 - Extra distance 3-6 feet, will be placed between tables at all times inside the meeting room

60" inch round table – 4 guests

72" inch round table – 6 guests

6' foot schoolroom table – 1 guest

8' foot schoolroom table – 2 guests

Theatre style - minimum 3 feet between chairs (on all sides)

*If guests are from the same household, seating maximum can increase

- Exhibits should have proper distancing between booths and floor slicks to denote safe spacing
 - No high-touch "communal" stations (water, charging, snacks, office supplies, etc.)
 - Eliminate all promotional items to be shared by sponsors and exhibitors
- Sanitize all shared equipment and meeting amenities before and after each use or be single use if not able to be sanitized
 - Discontinue use of all table décor and tablescaping
- Each seat placement should have a one page note card, an individual bottle of water
 - Pens and writing pads available upon request, pens to be sanitized after each use
 - Sanitize tables and chairs prior to each set up
- All carts or items used from transport must be sanitized prior to each use, and every 60 minutes while in use

LINENS

- Recommend not using linens where possible
- Replace all linen, including underlays, after each use

SAFETY

- Set up in meeting rooms sanitizing stations that are easily accessible to guests.
 - Masks are available upon request for meeting guests
 - Signage to remind attendees of social distancing

FOOD AND BEVERAGE

BUFFET GUIDELINES

- Extra distance 3-6 feet will be placed between buffet tables
 - Sanitizing stations placed at the front of the buffet line
 - Buffet attendants must wear masks
 - Increase the number of action stations with Ladies and Gentlemen
- Buffets to include: Individually packaged items, bottled items and live action stations
- Buffets and equipment must be sanitized before, during and after service, to include carts, and any items used for transport

PLATED EVENTS

- Highly recommend plated service
- Ladies and Gentlemen participating in plate-up and service must adhere to all required guidelines
- All plating equipment, including hot plates, cold plates, and belts should be washed and sanitized before and after use
 - Discontinue pre-setting food on tables
- Plated items to remain covered until guest service

BREAKS

- Discontinue communal coffee breaks
- Place coffee breaks in inside the meeting room maintaining a safe distance of more than 6 feet between stations
 - Multiple coffee/tea stations to be set up to avoid queuing (1 for every 25 guests)
- Coffee and other break items to be served by an attendant, with individually wrapped condiments available
 - Beverages should be served to the guest or sanitized in between each guest
 - Provide rolled or disposable flatware

WATER

- Opt for single service water or touchless dispensing
 - Discontinue the use of sliced lemons/limes
- Present glassware that is cleaned, dried, and covered with a lid

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
 - All bars set with associate sanitizing station (all bartenders trained how to use sanitizer properly)
 - Line from bar to form 3-6 feet away from the front of the bar
 - Provide packaged sustainable straws and stir sticks as needed
 - Social distancing signage reminders and line designations to be at all bars
- Prepared drinks should be placed on a separate surface from the bar for guest pick up, surface to be cleaned immediately

AUDIO VISUAL

- See PSAV's MEETSafe Playbook

THIRD PARTIES

- All 3rd 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
- Transportation equipment (carts, dollies, road cases, etc) must be sanitized at the loading dock before entering the property
- Any additional equipment entering meeting spaces must be sanitized by the vendor, using approved methods/products

