



Reopening and Safely Hosting Private Events

It is our mission to open and operate in compliance with government mandates.

Our task force is comprised of Event Industry professionals representing all aspects of events from an operational standpoint. Our members include Owners, General Managers, Directors of Food & Beverage, Catering and Housekeeping along with Executive Chefs and Stewards of the top 30 venues and hotels in New York City. We have also consulted our valued Creative Partners including audio visual and technology services, caterers, design & décor, entertainment, event planners, parking, rentals, photography, and videography.

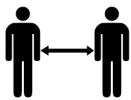
We've addressed the logistics of events and how we will reopen, including guest arrival, registration, food & beverage service, disinfecting & sanitizing, front and back of house procedures, culinary service, etc. Our protocols will continue to adapt based on the newest information and relevant guidelines. All venues that have participated in B.E.S.T. are committed to sharing best practices with each other as they evolve.

Guest Experience

VENUE PREPARATION PRIOR TO ARRIVAL



- Any non-guest entering the building will be required to complete a Health Verification Form which includes temperature taken upon entry
- Update floor plans based on reasonable spatial adjustments
- Rearrange public space furniture to promote physical distancing
- Review overall event traffic to maintain good flow and social distancing guidelines
- Dedicated staff consistently disinfecting high touch areas prior to and during the event including but not limited to door handles, elevator buttons and stair railings
- Signage reviewing recommended guidelines for handwashing, face coverings, social distancing, etc.
- Hand sanitizing stations available throughout the venue



ARRIVAL / CHECK-IN / REGISTRATION PROCESS



- Dedicated entrances and exits available to enter the building
- Guests to wear face coverings on arrival aligned with current guidelines
- Recommend qualified third-party companies for temperature check and other testing metrics as they become available
- Require an accurate guest list of each event to keep on file for contact tracing
- Client will be encouraged to utilize digital collateral versus printed materials
- Promote to client to have PPE available to provide their guests (masks, hand sanitizer, mask pouch/holder)
- Plan and coordinate with client the arrival and departure time of guests

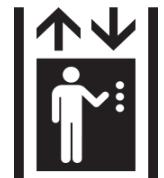
COAT CHECK

- Guests encouraged prior to the event to limit what they need to check onsite
- Coat Check Attendants will wear masks, gloves, and change gloves throughout the duration of the event
- Consistently disinfecting all high touch surfaces
- Implement contactless and paperless coat checking system



ELEVATORS AND STAIRS TO EVENT SPACE

- Limit number of guests per elevator according to the size of elevator
- Recommend floor markings in elevator and/or stairs to promote social distancing



RESTROOMS

- Signs displayed reminding guests to wash hands properly
- Restrooms should be cleaned and disinfected throughout event duration



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Culinary/Food & Beverage

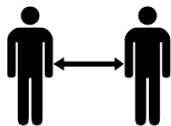
Exceed standards of hospitality, including guest service practices and maintaining quality, variety, quantity, and service of food & beverages along with complying with State/City/Health Department guidelines.

BAR SET UPS



- Bartenders to wear nitrile gloves
- Social distancing markers to be placed in front of each bar
- Back bar setup where all products are safely distanced away from guests
- Eliminate use of open pitchers for juices and water
- Bar fruit and garnishes stored in enclosed containers
- Individually wrapped straws
- No snacks on bars unless they are individually wrapped

COCKTAIL RECEPTIONS



- Elimination of self-serve stations
- Proper spacing placed between food and guests
- Flatware rolled in napkins; suggested use of high-end disposables
- Hors d'oeuvres selections to assist in kitchen social distancing
- Food to be labeled

CONFERENCES



- All setups in accordance with relevant guidelines
- Barriers encouraged for registration tables
- Presentations can be live streamed to multiple rooms to promote social distancing
- All stationary food & beverage items served by staff
- Menu engineering to accommodate grab and go/bento box type meals that are pre-plated, wrapped, and individually packaged
- No self-serve coffee or beverage services; all chilled beverage in individual containers

TABLE SETTINGS



- Additional signage displayed to educate guests on latest protocols
- Physical distancing based on guidelines for seating capacities & floor plans
- Recommended hand sanitizer packs/bottles at tables (*client to provide*)
- Silverware rolled in napkin and eliminate napkin re-folding
- Glassware placed upside down or use disposable beverage lids if pre-poured
- Bread will be served tableside or incorporated into first course
- Eliminate open butter
- Salt and pepper on request
- Wine should be served by staff to avoid extra handling

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Culinary/Food & Beverage

PLATED EVENTS

- Coordinated entrance and departure to maintain social distancing
- Staff positioned to direct guests to their designated area with all doors open
- Accessible hand sanitizing stations
- Menu selections and dietary notes made prior to arrival to limit tableside interaction
- Staff to change gloves at each course
- Guests encouraged to remain seated while service is taking place
- Eliminate family style dishes
- Incorporate use of plate coverings where possible
- Recommended coffee service to table, servers to offer creamers and individually packaged sweeteners



SOCIAL EVENTS

- Suggest passing covered pre-poured drinks
- Larger areas for escort, place card table, or boards
- Staff to direct guests via multiple access points if possible
- Have doors open to the ceremony area, if possible, for additional space
- Ample distancing of ceremony chairs per guidelines for seating
- Pre-place any ceremony items on chairs and/or display tables
- Dinner service to follow plated dinner guidelines as listed above
- Celebratory cake display socially distanced
- Encourage dance floor to be marked according to social distancing
- All food favors to be pre-packed or served covered



NON-ACTIVE DAYS

All appropriate procedures shall be followed during non-active days, including client event menu tastings, recipe testing, load-in, load-out, cleaning, maintenance, or other activities



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Cleaning & Sanitization

HYGIENE AND PERSONAL PROTECTION EQUIPMENT (PPE)



FACE MASKS

- Face masks to be worn according to guidelines
- Employees will sign in at designated entrances to receive PPE
- Disposable face masks are one-time use only



GLOVES

- Gloves to be worn at all times
- Wash hands between each glove change
- Staff to change gloves at designated intervals



HAND WASHING

- All employees and vendors are required to use hand sanitizer or wash hands thoroughly with soap and water before starting work and as often as necessary including after using the toilet, smoking, sneezing, coughing, eating, drinking, etc. before returning to work
- Hand washing protocol should be followed including 20 seconds of lathering rubbing, include the palms, backs and fronts of fingers, thumbs, under nails, and wrists
- Posters and information guidelines posted in designated locations



CLOTHING

- No street clothes to be worn by staff during work shift
- Staff including vendors to wear clean uniforms when starting shift
- Clean chef coats and/or aprons to be worn by all kitchen and sanitation staff and changed as needed
- Dressing and locker areas shall be regularly cleaned and sanitized
- If applicable, in-house laundry to be cleaned in accordance with relevant guidelines

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Cleaning & Sanitization

Ensuring the health and safety of team members, guests, and creative partners by implementing thorough cleaning and sanitization protocols that aim to eliminate the presence of COVID-19 and other safety related pathogens



EMPLOYEE HEALTH

- Employees are encouraged to take their own temperature prior to reporting to work, notify their supervisor and stay home if they are sick or showing any signs of illness
- Employees who have symptoms of acute respiratory illness are required to stay home until they are free of fever (100.4° F) and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants)
- Per the State of New York, implement mandatory health screening assessment (e.g. questionnaire, temperature check) before employees begin work each day and for all Creative Partners, asking about
 - COVID-19 symptoms in past 14 days,
 - Positive COVID-19 test in past 14 days, and/or
 - Close contact with confirmed or suspected COVID-19 case in the past 14 days
- Assessment responses must be reviewed every day and such review must be documented by HR or Management
- Temperature taking policies in compliance with EEOC, HIPAA, and the ADA and employees and Creative Partners should be informed in advance of this policy



EMPLOYEE RELATIONS

- Work with all relevant organizations to develop best practices for all staff to feel safe at work
- Pre-shift safety review conducted
- Re-train staff on how to approach and address clients and guests
- Training on recognizing COVID-19 symptoms and implementing a reporting process to management
- Managers to conduct self-assessments of their areas for each shift to ensure all criteria are met
- Staff to wear appropriate PPE and trained in its usage and disposal

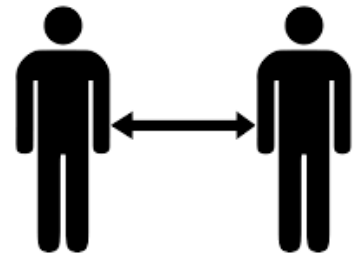


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Cleaning & Sanitization

PHYSICAL DISTANCING

- All work and storage areas shall have unobstructed aisles and working spaces of sufficient width to permit employees to perform their duties readily and without contaminating food or food-contact surfaces
- Staff to adhere to relevant guidelines of social distancing
- Create stations or lanes for service & food pick up during service
- When crossing paths without PPE, staff encouraged to turn backs to each other
- Deliveries should be done in trucks sanitized prior to leaving the warehouse
- Non-essential personnel shall not be allowed in food preparation, food storage, or ware washing & sanitation areas

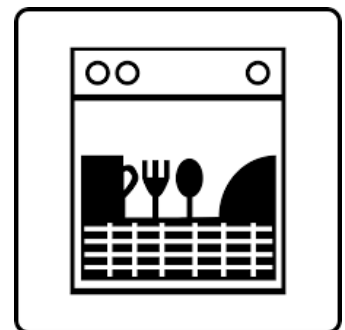


CONTACT SURFACES AND SANITATION PROCEDURES

- Handrails, elevator buttons, door handles, light switches, tables, chairs, trash receptacles, cabinet handles, sink faucets, etc. will be disinfected according to the frequency of its use and / or the volume of traffic
- Floors, walls, ceilings, and other non-food contact surfaces shall be kept free of accumulations of dust, dirt, food residue, grease, and other debris and shall be cleaned regularly to prevent such accumulations
- Food contact surfaces, including food contact surfaces on equipment, and utensils shall be clean to sight and touch and shall be kept free of dust, dirt, food residues, grease deposits, and other contaminants

DISHWASHING AND WARE-WASHING

- All vessels will be cleaned according to DOH Standards
- All glass & disposable vessels should be stored upside down
- All vessels to be wrapped after proper sanitation



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Creative Partners

Protocols for Creative Partners who are participating in event production and execution including but not limited to audio visual and technology services, caterers, design & décor, entertainment, event planners, parking, rentals, photography, and videography



ALL CREATIVE PARTNERS

- Contact list of anyone entering the premise provided to management prior to start of shift for contact tracing
- Vendors are encouraged to remain onsite for the duration of their setup
- All staff or contracted persons are to sign a provided health verification form and have temperatures taken at the start of each shift before they enter
- If staff has passed the test that is in place at the time, they shall receive a physical marker such as a wristband
- Staff will sign in at a designated entrance to receive their PPE (which will be provided by the Creative Partner)
- Hand sanitizer will be readily available and utilized during shifts
- Face masks will be worn by all staff
- Encourage frequent use of disinfectant mat or disposable shoe coverings to be worn upon entering and exiting the venue
- All staff to change into uniforms and bags to be provided by each Creative Partner for their staff members to place their personal belongings into for storage during event
- Coordinated load-in and load-out times for every Creative Partner
- Delivery vehicles will be thoroughly cleaned prior to loading
- Crew meals to follow venue protocols
- Each Creative Partner to have a designated compliance officer to oversee their staff and contractors to ensure rules are followed



AUDIO VISUAL AND TECHNOLOGY SERVICES



- High-touch surfaces such as, speaker podiums, microphones, microphone stands, handrails, etc., will be disinfected frequently during the event
- Stage layouts will be designed to maximize physical distancing for all necessary staff, speakers, entertainers, and guests that may occupy the stage at any given time
- Timelines for presentations/performances will be designed to accommodate additional time for disinfecting of handrails, podiums, microphones, etc.

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Creative Partners



CATERERS

- Must vet the source of any products that are outsourced to ensure outside products are following relevant guidelines
- Food containers, equipment, & vehicles are sanitized before and after each use with FDA approved food-safe products
- Venue load-in to be conducted by pre-designated receiving staff & the exterior of each item (proofing cabinets, coolers, containers) to be thoroughly disinfected upon entry



DESIGN & DECOR

- Work in a designated area(s), when applicable, delineated with tape or partitions
- All breaks will be on site in a designated area(s)



ENTERTAINMENT

- Earlier staff call times prior to event/performance in case replacements are necessary
- When not performing, talent shall stay in their green rooms or designated area
- All high-touch equipment to be wiped down prior to and during event
- Encourage dance floor to be marked according to social distancing



PARKING

- Self-Parking is the preferred method
- Valet company must have an “employee wellness protocol” in place
- Valet attendants required to wear PPE
- Valet equipped with hand sanitizer and disinfectant wipes and required to wipe down steering wheel, seat, keys, and door handles upon collection and retrieval of vehicle



PHOTOGRAPHERS AND VIDEOGRAPHERS

- Upon arrival to venue staff will change into clean proper attire
- Disinfect cameras, light stands and place equipment in designated area



RENTALS

- Appropriate cleaning, sanitizing, disinfecting of all products prior to delivery
- Deliveries will be done in trucks sanitized prior to leaving the warehouse

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