



COVID-19 HEALTH AND SAFETY PLAN FOR CCQV

Information on how we are operating during a pandemic.

The City Centre at Quail Valley is ready, willing and able to deliver all events beginning June 1st, 2020, as long as the event guest count is within the limitations of The State of Texas Executive Order.

May 22nd, 2020: 50% Combined Event Space Capacity

June 12, 2020: 75% Combined Event Space Capacity

The City Centre at Quail Valley has been and will continue to monitor the minimum standards closely and update our venue protocols and communicate according to the Governor's Executive Order as follows:

*In order to help prevent the spread of airborne illnesses, please adopt these additional practices.

If you are sick, please do not attend an event.

- Practice social distancing, stay at home if you can
- Maintain at least 6 feet from other individuals not within the same household
- Wash hands often for 20 seconds, or use hand sanitizer with at least 60% alcohol upon entering a business and after any interaction with employees ,other customers, or items in the business
- Practice cough and sneeze etiquette (Cover mouth/nose when coughing/sneezing. Ideally use a tissue and throw it away. If a tissue is not available, use the elbow of a sleeve).
- Avoid Touching your face with unwashed hands
- Disinfect frequently touched objects
- Do not share food, drinks or eating utensils with others
- Stay away from people who are sick.
- Know the signs and symptoms of respiratory viruses.
- Contact your healthcare provider within 48 hours if illness develops.

BELOW IS A LIST OF METHODS AND BEST PRACTICES IN USE AT THE CITY CENTRE AT QUAIL VALLEY SO THAT WE MAY CONTINUE TO PROVIDE A BEAUTIFUL VENUE, DELICIOUS FOOD, AND AWARD WINNING SERVICE FOR ALL OF OUR CLIENTS AND GUESTS.

We have implemented / fortified the following specific precautions:

- ALL EMPLOYEES TRAINED ON APPROPRIATE CLEANING AND DISINFECTION, HAND HYGIENE, AND RESPIRATORY ETIQUETTE
- ALL EMPLOYEE TO WEAR MASKS AND GLOVES (WHEN IN CONTACT WITH FOOD & GUESTS)

EVENT SPACES & ROOMS

BEFORE & AFTER EVENT

- Regularly clean and disinfect any frequently touched surfaces, such as doorknobs, tables, and chairs. Our Cleaning Company is disinfecting all surfaces every night.
- Electronics will be cleaned with alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens and other frequently touched surfaces. Touch Pads and light switches will be disinfected before and after each event.
- QVCC will be sanitizing all microphones & providing disposable covers for each microphone.
- Regular cleaning of restrooms.
- All trash cans are sanitized and disinfected weekly.
- All kitchen and prep areas are sanitized and disinfected daily. (Before & After Use)
- Overnight cleaning of all event spaces each night after an event.
- Floor/Stand markings of 6' increments in lobby/entrance areas, restrooms, bars or buffet.
- Clearing stations thoroughly cleaned and sanitized after each event.

DAY OF EVENT

- Hand sanitizer stations near the door of each space; readily available to employees, vendors, and guests.
- Place visible signage in the venue to remind everyone of best hygiene practices.
- Opening doors to prevent guests from touching door handles. ALL doors will be open with door stops to limit touching of handles during events.
- No tables of more than 10 people.
- Table spacing adhering to social distancing guidelines.
- Positioning of bars in the space that will allow 6 ft. between guests that are in line for service.
- Limit the use of standard-size elevators to four individuals at a time, each located at a different corner of the elevator to avoid close contact. Masks should be worn in elevators. Utilize touchpoint cleaning. For individuals not wishing to ride an elevator, ensure stairways are available for use. As appropriate, individuals subject to the Americans with Disabilities Act may ride the elevator alone or accompanied by the individual's caregiver.
- Once every hour an assigned staff member will sanitize all touch points in restrooms.

EVENT SERVICE

DAY OF EVENT

- Plated meal service will be recommended for all events as of June 1 until otherwise advised. QVCC will be adjusting the items served and the additional items needed for service of plated meals.
- If a buffet is offered, banquet servers will serve the food to guests. Plates will not be on main buffet but next to server so the server can pick them up and serve the guests.
- All buffets must remain inside of room for service.
- No more than one table of guests are allowed at the buffet at one time. The Event Manager will coordinate the release of tables with event contact.
- Single use flatware available on request. Upgraded single use flatware can be provided at an additional cost.
- Provide condiments only upon request, and in single use (non-reusable) portions.
- Drink tickets & bar will have contactless payments. Drink tickets will be given to the guests by the main contact and dropped in a collecting bowl for service of drinks at the bar.
- Bar Service: CC payments only. Bartender will extend the POS system to guests for contactless payment.
- No beverage station service until otherwise advised. Water, Tea & Coffee service by staff for ALL events until otherwise advised.
- Bread service will be individually served.
- Limited amount of people waiting for stations & station protection. Sneeze guard protection for pasta and carving stations.
- Staff will wash hands and wear new gloves after each course of service for plated meals and after serving buffet meals and clearing.

EVENT STAFF

BEFORE & AFTER EVENT

- Screen employees upon entering into the venue.
- Do not allow employees with new or worsening signs or symptoms return to work.
- Use of sanitary gloves and face coverings at all stages of food preparation. QVCC provided!
- One designated staff member as runner for event staff for kitchen needs.
- Tables & Chairs "touchpoints" sanitized before each event.

DAY OF EVENT

- Have employees maintain at least 6 feet separation from other individuals. If such distancing is not feasible, measures such as face covering, hand hygiene, cough etiquette, cleanliness, and sanitation will be rigorously practiced.
- Disinfect any items that come into contact with guests.
- For venues with more than 10 employees and/or vendors present at one time, consider having an individual wholly or partially dedicated to ensuring the health protocols adopted by the venue are being successfully implemented and followed. (Manager over-seeing operations for the event)
- ONLY staff will be able to set up in house audio visual.
- Staff will wash hands and wear new gloves after each course of service for plated meals and after serving buffet meals and clearing.

EVENT VENDORS

BEFORE & AFTER EVENT

- Must provide venue with new COVID 19 policies for their business.
- Other than décor & active vendors (I.E. Photo booths, DJ's and Photographers), all other vendors must have everything ready prior to entering the building for delivery.
- Must coordinate times of entry for delivery and pickup 7 days prior to event with Event Manager.
- Chocolate fountain items to be served by an attendant until otherwise advised.
- Pick up of delivered event rentals must be done within 1 hour of the event end time if not provided by a QVCC preferred vendor.

DAY OF EVENT

- Have vendors maintain at least 6 feet separation from other individuals.
- Limiting the amount of staff each vendor brings as of June 1st until otherwise advised. Inform clients that their guests count includes vendors. We will let them decide how to handle the amount of vendor staffing.
- Limiting the time outside vendors are in the event space to two hours ONLY (for set-up) as of June 1st until otherwise advised.
- Vendors must provide all items needed for their business set-up. (I.E. LED Tea Light Candles, Water for Vases, Utensils for Set Up - Scissors, etc...)
- Vendors must dispose of all trash and other items in dumpster outside of venue themselves.

EVENT CLIENT/MAIN CONTACT

BEFORE & AFTER EVENT

- If you are sick, please stay home and schedule a video or phone appointment/tour.
- Please book in person appointments/tours via Calendly and other available methods.
- For in-person appointments/tours, please no more than 2 people in attendance.
- Tasting will be limited to 2 people in attendance.
- No-Contact payments if applicable. QVCC will take CC payments over the phone.
- Must sign a waiver of acceptance for 2020 Liability Protection.

DAY OF EVENT

- Clients will not be allowed to add any additional décor to service tables. (Buffet, Appetizer Station & Bar)
- ALL food & beverages consumed by guests must be provided by QV or approved authorized vendor until otherwise advised. Dessert buffets must have an attendant for service.
- ONLY the Event Client /Main Contact will be allowed to use in-house microphones. QVCC will be sanitizing all microphones & providing disposable covers for each microphone.
- Clients should also provide an order to the event (weddings) amid new COVID-19 Requirements.
- NO interactive décor. Main contact will be asked NOT to bring in items that the guests must share like pens for the guests' book. QVCC is willing to provide alternative ways for interactive décor.
- Bridal suite usage limited to 2 hours before event. Client must clear entire room after usage.

EVENT GUESTS

BEFORE & AFTER EVENT

- Enter event space at designated time, in an orderly fashion will maintaining social distancing practices. No waiting in common areas for event to begin or during event.
- Guests must be notified of Liability Waiver and understand that by attending the events, they agree to the terms of the waiver.
- Guests must maintain at least 6 feet distance apart from other guests not in immediate family at all times, including while waiting to be seated in the event space.
- No tables of more than 10 people. QVCC will provide signage stating "Please refrain from moving chairs to another table during the event."
- No more than one table of guests are allowed at the buffet at one time.
- Refrain from opening doors and touching fixtures as much as possible. Doors will be open for the duration of the event.
- Do not share food, drinks or eating utensils with others.
- Children must remain with parents at ALL times and in the event space. Children will not be allowed outside of the event space without supervision and they are not able to congregate or play in the common areas.
- During ceremonies, keep at least 2 empty seats (or six feet separation) between parties in any row except as follows:
 - Two or more members of the same household can sit adjacent to one another, with 2 empty seats (or six feet separation) on either side.
 - To individuals who are not members of the same household but who are attending together can sit adjacent to one another, with 2 empty seats (or six feet separation) on either side.
 - Alternate rows between attendees. (We have removed them for convenience).