



SAFE

MEETINGS

P R O M I S E



Our **Safe Promise** plan was designed to enhance safety and minimize risk for our visitors and team members. Every policy within our plan reflects our top priority: the health and safety of our guests, staff, and community.

Our **Safe Promise** plan follows all local, state, and federal guidelines related to safe practices. It also follows best practices from industry groups including the American Hotel and Lodging Association and the Restaurant Association, the Global Biorisk Advisory Council and medical authorities including the University of Wisconsin Hospital, Johns Hopkins, and Mayo Clinic.

We also apply our **Safe Promise** plan to our meetings and event spaces to protect attendees and organizers throughout the hotel, including guest rooms and all common areas.

THE POWER OF IN-PERSON

We believe in the power of in-person connections. Dedicated spaces for learning minimize distractions and allow attendees to ask questions and give feedback more easily. In-person meetings also let people feel heard, seen, and more a part of the overall vision of an organization. Networking and relationship-building are imperative parts of our careers, and it's hard to replicate these connections online.

OUR TEAM

Our hotel is full of hospitality experts you can trust to plan your events that absolutely need to go correctly. Our long-standing team are true professionals who have been overcoming meeting and planning obstacles for decades. You can count on us to follow-through, do our research, and deliver as planned.



CERTIFICATIONS AND AWARDS

Our hotel has received **GBAC STAR Facility** accreditation, the gold standard on outbreak prevention, response, and recovery for prepared facilities. We have also received **StayClean accreditation through StaySafe Hospitality**. Our food service has been accredited through the Ready to Serve program. Our hotel is also included in **AAA's 2020 Best of Housekeeping** and the winner of **2021 "Best Conference Center" in Wisconsin Meetings**.



OUR PROCESS

Our Safe Meetings process customizes your meeting design for a safe, yet special, experience for your attendees. We will work closely with you to create a custom plan that includes:

- ◆ Charting socially distanced seating arrangements
- ◆ Planning safe crowd flow
- ◆ Minimizing crowd room rotation
- ◆ Distributing food safely and orderly
- ◆ Placing sanitizer stations strategically
- ◆ Incorporating Hybrid components for engagement and reach
- ◆ Creating an attendee code of conduct, communication, and enforcement plan
- ◆ Arranging socially distanced gatherings



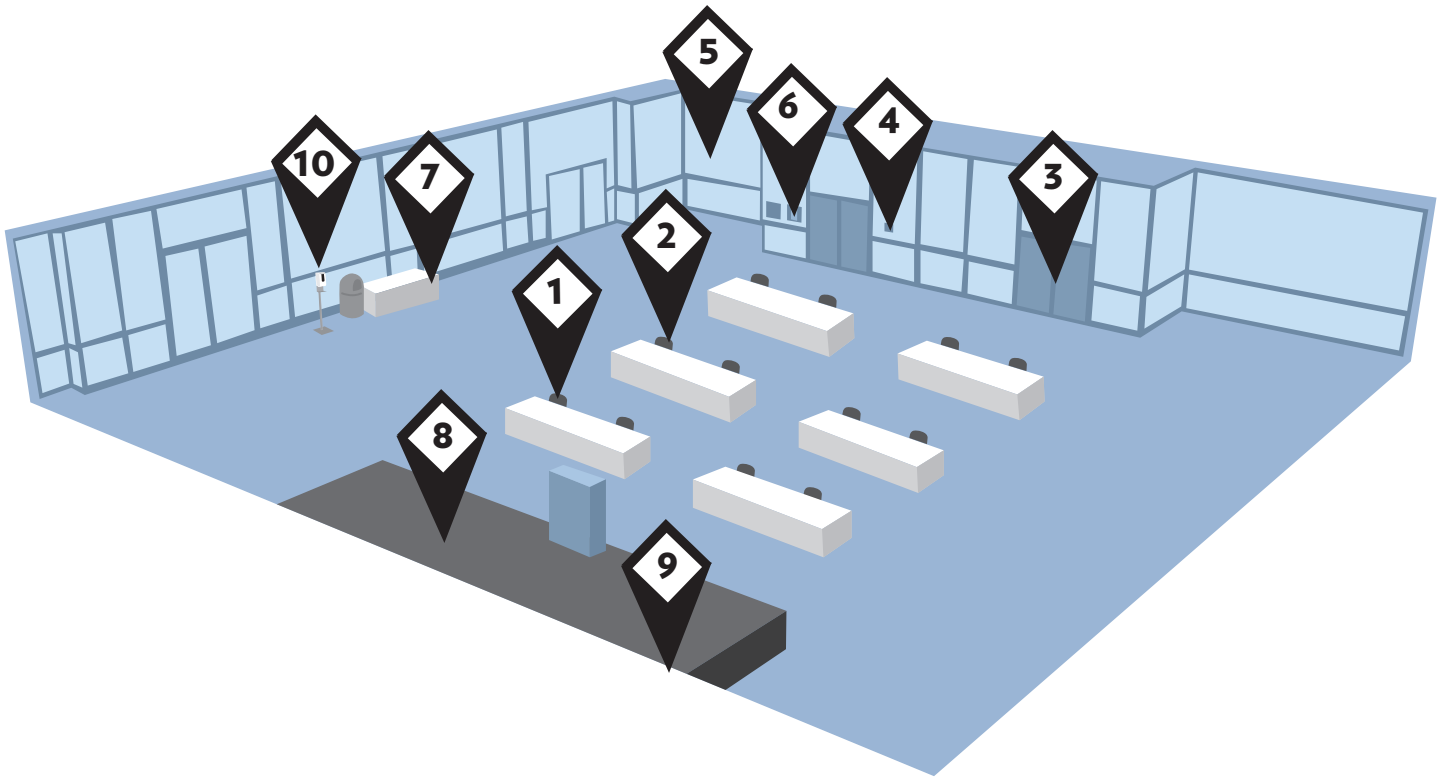
A SAFE DISTANCE

Our 27,000 square feet of meeting space, including a 10,000 square foot ballroom, provides plenty of flexibility and space for social distancing. Our meeting spaces are so large, arranging social distant gatherings is a breeze. There's room for everyone to feel safe and comfortable.



TRAFFIC CONTROL

Our team will help keep a comfortable distance during transition times with a smart traffic control plan.



TOUCH POINTS

Our team will sanitize common touch points before and after meetings as well as during breaks and meal periods to maximize safety and peace of mind.

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|---|--------------------------------|----|---------------------------|
| 1 | Tables | 6 | Room Phones |
| 2 | Chairs | 7 | Stationary Room Furniture |
| 3 | Door Pulls | 8 | Podium and Stage Items |
| 4 | Thermostat & Lighting Controls | 9 | Audio Visual Equipment |
| 5 | Air Wall Controls | 10 | Sanitizing Station |

TEAM SAFETY

All employees receive consistent training on COVID-19 symptoms as well as safety and sanitation protocols. Our teams with frequent guest contact receive more comprehensive training, including housekeeping, food and beverage, front desk, and hotel operations teams.

Appropriate additional PPE is worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance.



GUEST ROOMS AND HOUSEKEEPING

Unnecessary items are removed from guest rooms, such as decorative pillows, bed scarves, paper notepads, and pens. We created a webpage for all guest room information to replace a physical guest directory book, and an app is available for controlling the television from your cell phone.

To minimize contact, stay-over service has been eliminated for stays under three days. Enhanced and thorough cleaning protocols have been implemented. Our housekeeping management staff have all received biorisk prevention and containment certification through **The Global Biorisk Advisory Council® (GBAC)**.

In order to eliminate any possible viral and bacterial pathogens, we use EPA-approved sanitizing chemicals in our washing machines and have increased our dryer temperatures to 140 degrees or higher, as suggested by the World Health Organization.

Our guest rooms are equipped with individual heating/air conditioning units that use fresh air intake. This means the air in your guest room is not circulated throughout the hotel or with another guest room. Our windows also open to allow fresh air directly into the space.

FRONT DESK, LOBBY, AND BELL SERVICES

Warm, welcoming, and safe. Our service initiatives now include new protocols that minimize guest contact with personnel through a streamlined check-in and check-out process. Only credit cards are accepted for payment, no cash.

Social distancing measures are implemented, including the installation of floor decals and plexiglass partitions. Mask requirements for guests and team members are in accordance with local ordinances.

Enhanced sanitization procedures are in place in the lobby and across guest touch points throughout the hotel.

Plexiglass barriers have been installed in each shuttle behind the driver.



POOL, GAME AND FITNESS AREAS

Our pool, sauna, game, and fitness areas are open. All touch points are cleaned on closely monitored schedules with EPA-approved disinfecting chemicals. Each evening, these areas are fully disinfected. Hand sanitizer stations are also installed for guests throughout the space.



CIRC, THE BAR, STARBUCKS, AND THE GOVERNOR'S CLUB LOUNGE

Our food outlets are open and continue to offer a selection of farm-fresh menu items. Our menus are also all available for contactless in-room dining.

All of our food service meets or exceeds guidelines from the FDA Food Code and Public Health Madison & Dane County. We follow enhanced sanitation guidelines and utilize training aides backed by the FDA, Ecolab, and the National Restaurant Association. This includes ServSafe Food Manager Certified Training for kitchen management.

