

Hospitality

We look forward to welcoming you back to our beautiful event space for parties, meetings and corporate events! The safety of our guests and patrons is of utmost importance to us and ArtsQuest will continue to follow the guidance and updates from the CDC and all state and local government officials for the safety of all.

As of July 16, 2020, the following guidelines are in place at the ArtsQuest Center for private events. These guidelines are subject to change based on additional recommendations from CDC, local and state government officials.

OUR PROMISE TO YOU:

Our Staff & Volunteers

- ArtsQuest employees and volunteers are required to self-monitor their personal health and report any illness or symptoms to their superiors.
- Staff and volunteers are required to wear face masks in all common areas and during all interpersonal interactions including but not limited to meetings and events.
- Gloves are encouraged in all common areas and will be provided by ArtsQuest.
- Employees are required to wash their hands and/or use hand sanitizer once every hour for the duration of their work shift or more frequently as needed based on the circumstances.

Food Service

Our food service provider, Levy, has taken great steps to ensure that your event relies on standards and procedures that allow for the safest operating environment. All food service safety guidelines will be followed prior to guest arrival and during event. Below are examples of food service safety standards that will occur for events:

- Linen will be placed on tables.
- Silverware will be placed in rolled linen and not exposed on the table.
- Water glasses and coffee cups will not be placed; they will be available upon request by the guest at time of service.
- Centerpieces, candles, table numbers, favors, programs/menus will be permitted on table set.
- Coffee service will include bringing sugar and cream for individual guest use.
- Rolls and butter will be served during food service.
- Food will be delivered from the kitchen with plate covers by server.
- Used food and beverage service items will be cleared by a busser.
- Beverages will not be refilled, and all beverages will be served in a plastic cup or glass.
- Bar service will be available with social distancing encouraged.
- Butlered hors d'oeuvres and signature beverages will be suspended at this time.
- Food buffets, hors d'oeuvres stations and dessert and candy bars will be permitted with attendants serving guests.
- Pre-packaged food/beverage items and disposable service items will be utilized for continental breakfasts and coffee breaks.
- Shared and high touch areas will be cleaned/sanitized regularly throughout the event.
- For private events to occur under the new guidelines and cleaning protocols, additional staff may be required.

Cleaning Procedures

- Sanitizing stations will be set up on each floor of the ArtsQuest Center.

- A cleaning and sanitizing of the entire building will occur on a nightly basis.
- Room setups will include disinfectant cleaning with proper cleaners of all high touch areas and hard surfaces as well as use of UV light or an electrostatic sprayer at the conclusion of the setup.

Event Operations

- Setup personnel will wear gloves and face masks during setups.
- Regular cleaning of high-touch areas, restrooms and hard surfaces will occur throughout the setup and event time for all private events.
- Capacity limit is the lesser of 50% occupancy or 250.
 - Outdoor Event Capacities are limited to 250 people or 50 percent of the fire code, whichever is lesser by area.
 - Indoor Event Capacity is limited to 25 people.
- For events larger than 250, event host will assign guests to a specific floor. Wristbands will be provided to attendees to prohibit commingling between floors; this will be a chaperone responsibility. Event staff are to notify chaperones of any comingling between floors.
- Signs denoting capacity limits for each restroom will be posted on-site.
- Tape will be used to demark social distancing for any line outside the bathroom.

WHAT WE ASK OF YOU:

Patrons & Clients

Personal Protective Equipment

- Masks are required to be worn while traveling through common areas of the building, in restrooms and during all interpersonal interactions.
- Any patron not adhering to this guideline will be asked to put their mask on. If non-compliance continues after several attempts, the patron will be asked to leave the property.
- Masks will not be required while patrons are seated, eating and drinking but will be encouraged on dance floors.

Social Distancing

- Social distancing shall be practiced whenever feasible. When not feasible, face masks or physical barriers should be in use.

Health & Wellness

- All patrons will be asked to self-monitor their personal health and refrain from attending events if they are exhibiting any symptoms including but are not limited to: fever and chills, persistent cough, shortness of breath or difficulty breathing, muscle pain, sore throat, new loss of taste or smell and gastrointestinal symptoms such as nausea, vomiting and diarrhea (CDC symptoms).
- Patrons who begin to feel unwell during their visit to ArtsQuest should please remove themselves immediately from the premises.

Contact Tracing

- The patron or client is required to inform ArtsQuest of a positive COVID-19 test (not by name) if they visited our site within a two-week period of the test by emailing hr@artsquest.org.
- The event host is required and expected to keep a list of all event attendees, including their location and contact information for contact-tracing purposes for at least 14 days from the event date.

- These rules and regulations will be made clear to the host during the rental process, as well as signage placed in the event space to remind patrons of the guidelines.