

# FORT LAUDERDALE MARRIOTT HARBOR BEACH RESORT COMMITMENT TO CLEAN

## OUR APPROACH

Since Marriott's founding over 90 years ago, health and safety have been at the heart of our approach to hospitality. This commitment to our guests and associates continues to anchor us and it informs our decisions as we adapt to new challenges presented by COVID-19. We understand that people are thinking about meetings and travel differently now. We are too. That is why we have elevated our exacting standards and rigorous protocols to create hospitality norms and behaviors to address the unique challenges presented by the current pandemic environment.

## A SHARED RESPONSIBILITY

Through the decades, we have come together as partners. Never has that been more important than now. Responding effectively to this new environment is a shared responsibility. We are laser-focused on providing our teams with the tools, training and resources that are necessary in this environment. Likewise, travelers must also take steps to protect everyone's health: to avoid traveling if not well, practice good hand hygiene, and physical distancing in high traffic areas throughout the hotel. We believe success is never final, but it begins with listening. Please let us know if there is anything we could be doing differently or better. We always welcome guest feedback on the Marriott Bonvoy™ app, and we are grateful when our business partners share ideas or concerns directly with us. You can count on us, and we know we can count on you.

*We're in this Together.*

## Enhanced Meeting and Event Procedures

For our commitment to you and your attendee's health, safety and well-being the following best practices and procedures will be in place for all events.

- Reminders for guests to practice physical distancing 6' away from each other to be placed throughout the meeting space utilizing digital display boards.
- Guests are encouraged to utilize mobile check-in and mobile guest room key. To facilitate mobile check-in, guests to provide Marriott Bonvoy Number when supplying rooming lists.
- Escalator is the preferred mode between meeting room levels whenever possible. Hand sanitizer will be available at each end of escalator.
- Guests are encouraged to limit to no more than 4 guests at a time in elevators.
- Hotel will have associates dedicated to cleaning high touch point areas throughout the public space and restrooms of the hotel utilizing CDC approved disinfectant.
- All hotel shared tools and equipment associates utilize are sanitized prior to, during and after usage.
- Meeting space foyer furniture to meet physical distancing guidelines.
- Meeting planners are encouraged to communicate with hotel staff utilizing text messaging and the Marriott Meeting Services Application.

## Hotel Associate

- All hotel associates will be required to have temperatures taken prior to the start of their shift.
- All hotel associates will be required to wear masks during their shift.

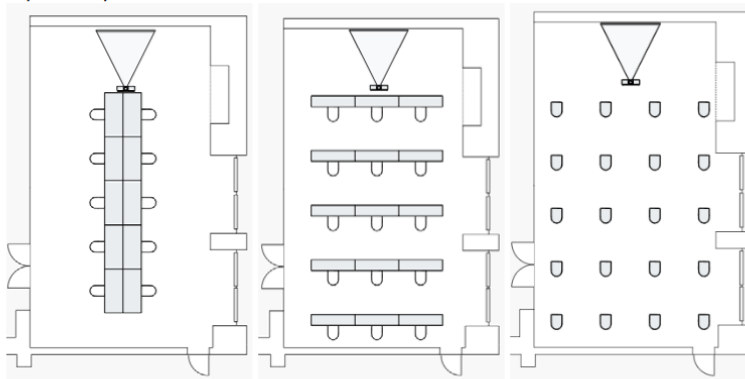
## Meeting Registration Set-Up

- Groups are encouraged to distribute name badges and applicable materials digitally or via mail in advance of the event.
- Registration tables can only be set in areas that facilitate proper physical distancing of 6' while guests are in line.

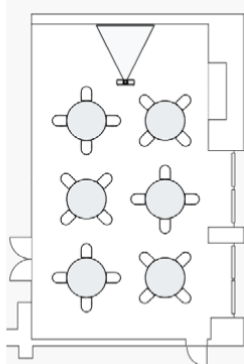
## Meeting Room Set-Up

- Pads, pens will be available upon request
- Candy and communal water service will not be available.
- All meeting room setups will take into account proper physical distancing of 6' while setting the room.

- 1 person per 6'



- 4 ppl per banquet round



- Wherever possible meeting room doors labeled with Entry and Exit Signs to facilitate traffic flow in meeting rooms.

- If possible meeting room doors to be left open to reduce hand to surface contact.
- All rooms cleaned and sanitized after meeting room is set for an event.
- Rooms cleaned & sanitized at the end of each day for multi day events.
- Hand sanitizing stations will be present at the entrances of the meeting space.
- All vendors submitting floor plans must clearly indicating table/chair spacing

## Meal Service

- Linen on all tables changed prior to all meal functions.
- Silverware will be set on tables wrapped in linen napkins.
- All condiments (salt, pepper, cream & sugar) served in individual portions.
- A hotel associate will offer Salad Dressings, Bread and Butter to each guest.
- Groups are encouraged to allow additional time for meal service.
- Hand sanitizer will be available at the entrance to all meal rooms.

## Coffee Break Service

- All break items to be individually wrapped.
- Communal break service will not be available for guest safety.
- A hotel associate will serve all condiments (cream, sugar etc.) in individual portions to guests.

- Groups are encouraged to allow additional time for break service in between meeting functions and break in smaller individual groups if possible.
- Buffet shields used as applicable.

## Reception Service

- Bar placement can only be set in areas that facilitate proper physical distancing of 6' while guests are in line.
- Sanitizing solution used to clean bar surface in between each guest interaction.
- All reception items will be plated and served by hotel associate, passed service will not be available.

## Exhibits

- All table top exhibits will be set to reflect physical distancing of 6'.
- Pipe and Drape Booths should utilize spacing between each booth or utilize 8' tall drape on all 3 sides of a booth to provide a barrier between booths.
- For exhibits taking place inside meeting space, groups are encouraged to create one-way aisles for guest flow.
- Food and beverage service will not be available in individual exhibit booths or aisle ways.

## Outside Vendors

- All outside vendors will be required to wear masks when in the back of house areas of the hotel. Vendors to supply own masks.
- Vendors are required to disinfect all items brought into the hotel.