

Health & Safety Protocol

EVENTS

Updated June 1, 2020

To create the safest environment possible for our guests and colleagues, we're taking guidance from the governor's "Safe. Smart. Step-by-Step" plan, Centers for Disease Control and Prevention (CDC) as well as local governments and AdventHealth.

Our extensive safety protocol is summarized below.

BEFORE YOU ARRIVE

- We ask that you assess your physical health to make sure you are symptom free. If you are ill or simply feeling unwell, please stay home and consider calling a healthcare provider.
- Please stay home if you are considered a "high-risk" individual, which the CDC defines as 65+ and/or with underlying medical conditions.

WHEN YOU ARRIVE

- Our valet team has completed additional safety and sanitization training, and will be equipped with face coverings, disinfecting wipes, hand sanitizer and gloves to minimize their contact with vehicle surfaces. Self-parking is always available at nearby garages.
- We require everyone entering the arts center to answer a brief COVID-19 questionnaire and have a contactless temperature check.
- You will be required to wear a face covering upon entering the building and to keep it in place until you arrive at your destination. If you do not have a face covering, one will be provided for you.
- We now employ a contactless metal-detection system to screen individuals and bags. Should a secondary bag check be needed, our security colleagues will use a sanitized wand.
- If your event requires registration or check-in, floor markings will help you and your fellow guests maintain six feet of distance while you wait your turn.

DURING YOUR STAY

- You are attending an event hosted by a third-party renting facility space at Dr. Phillips Center. Once you reach your destination in the building, health and safety requirements—such as face coverings and social distancing—are the responsibility of your host.

OTHER SAFETY MEASURES

- Our operations, security and event staff, including all colleagues on our food and beverage teams, have completed COVID-19 training to maximize health and safety at the arts center.
- We use hospital-grade disinfectant to thoroughly clean and sanitize our facility multiple times a day, including all event spaces as well as restrooms, theaters and lobbies.
- We take extra care with high-touch areas like door handles, stair railings and elevators.
- We have multiple touchless hand-sanitizer stations throughout the building and strongly encourage 20-second hand-washing or frequent sanitization.
- Furniture groupings in lobbies and public areas have been arranged to provide guests appropriately distanced gathering areas.
- For events offering alcohol for purchase, we will only accept credit card or online wallet payments.
- Should you feel ill during your event, please alert any of our event colleagues and we will provide a quiet location away from other guests until transportation can be arranged.

These guidelines are updated frequently. We will inform our event clients should any part of our Health & Safety Protocol change due to updates in local and state guidelines.

