

RECOVER SOONER



**We are working hard to
keep you safe**

Your health, safety and peace of mind are important to us - here are just a few of the things we are doing to ensure you stay safe

THE NCED CONFERENCE CENTER AND HOTEL IS COMMITTED TO THE HEALTH AND WELL BEING OF OUR GUESTS AND ASSOCIATES /

Below are some of the steps we've embraced to enable a safe and resilient environment based on the guidelines supported by federal and local health recommendations and the public health authorities of the State of Oklahoma. The measures described below outline baseline practices and procedures at the NCED Conference Center and Hotel meant to protect employees and guests:

Commitment to Cleanliness

- We have enacted substantial cleaning and sanitizing procedures for our entire campus. Our staff diligently sanitizes our public areas with high grade disinfectants multiple times per day. We have rolled out sophisticated, enhanced cleaning technologies, including electrostatic sprayers and the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and the World Health Organization
- As occupancy allows, we assign guests to a predetermined rotating inventory of cleaned and sanitized rooms and avoid multiple occupancy. Rooms are "sealed and marked" as "sanitized" prior to guest arrival
- Hotel protocols are in place to respond to unwell guests. Once identified, room will be monitored and follow stricter rules regarding use and disposal of PPE
- All staff to use proper PPE and follow appropriate disposal of used PPE
- Each guest will receive two prepackaged alcohol wipes packages, sealed coffee, tea and condiments at checkin
- Any loose paper and pens will be removed from guest rooms and meeting spaces
- Daily housekeeping service is suspended for in-house guests to reduce the chance of any outside contamination.
- Plexiglass environmental shields placed at all front desk guest contact locations

Hotel Check-in Process

- Implement minimal contact check-in and check-out protocols - encouraging pre-made keys and pre-payments (credit/debit cards)
- Accommodate Express Checkout – guests call the front desk to check out at the end of their stay. No paper folios, all will be emailed
- Accommodate Late Checkout (to the best of our ability) – guests may stay in their room until ready to depart to avoid gathering in Lobby
- Guest keys are cleaned in a disinfectant solution
- Social Distancing stickers on the floor leading to the front desk
- Employees to wash hands and/or utilize sanitizer after accepting items from guest (i.e. ID, cash, credit card, keycard)



Please Wash and Sanitize /

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Food and Beverage

- We are constantly monitoring the current environment to get back to a more normal service program. In the meantime, we are also working on streamlining the food process to be easy to pick up and go for those who prefer not to congregate in the **3 Squares Eatery** or **GP405**
- All foods will be placed in "to go" containers for guest convenience
- Plexiglass environmental shields will be installed at all serveries, hostess stand and stations where guests pick up food
- Times will be scheduled for all groups and classes to eat to manage flow
- Modified seating plan in **3 Squares Eatery** to promote social distancing with additional satellite seating available in meeting spaces, **GP405** and outside courtyards
- Thoroughly wiping/sanitizing after each seating
- Alternate staff to clear and reset tables
- Soda fountains will be placed out of use and all soda and juice will be provided in individual bottles or cans
- Service staff to pour coffee for guests
- Placement of Social Distancing stickers on the floor in **3 Squares Eatery**

Meetings and Social Distancing

- When guests attend events in our hotel over the next few months, they will notice a number of additions to our cleaning regiment as well as modifications to associate-guest protocols developed to be consistent with recommended social distancing guidelines
- Frequent and visible cleaning (i.e. chair levers, tables, door handles)
- Meeting room doors propped open at start of the day
- Removal of pads, pens and candy dishes. Available only upon request
- Additional cleaning supplies and procedures for meeting space
- Alternative floor plans that follow safe social distancing standards
- Frequent disinfecting of AV equipment after each use
- Groups will be spread as much as possible throughout buildings

General Safety on Campus

- Precautions taken in acceptance and storage of packages
- Recreational Spaces: Ultimate Fitness Center may be subject to limited access

Masks are Mandatory /



Super Heroes Wear Masks /