



Know Before You Go | Wild Dunes Resort Meetings & Events

We are committed to operating with safety first. We have fine-tuned our COVID-era operating procedures, with the guidance of Hyatt's team focused on operations during the pandemic, including medical experts from Cleveland Clinic and other trusted industry advisors. Resort safety precautions were developed in partnership with a third-party COVID-19 response team to execute comprehensive COVID-19 protocol. These enhanced practices include cutting edge disinfection technology, colleague training, and the adoption of Hyatt's Global Care and Cleanliness Commitment.

What you can expect from us:

- Wild Dunes Resort Event Colleagues are required to keep a 6-foot distance from guests and one another.
- Wild Dunes Resort Event Colleagues are required to wear masks at all times, along with clean gloves between each guest interaction.
- Wild Dunes Resort Event Colleagues may only interact with guests who are properly wearing masks. If a guest approaches a Resort Colleague without a mask, staff will politely ask that a mask be properly worn before proceeding with service.
- All food and beverage stations will be located behind plexiglass and will be served by attendants.
- Wild Dunes Event Staff will not bus tables while guests are in the meal/meeting space. Guests will be responsible for bringing any refuse to the bussing stations during meetings, receptions, and dinners.
- Wild Dunes Resort Colleagues will abide by stringent safety guidelines from the Hyatt Global Care and Cleanliness Commitment.

What we ask of you:

- Safety orientation is required prior to events/meetings by all guests.
- Allow 6 feet between other guests and staff members.
- Masks must be properly worn (covering mouth and nose) by all guests indoors, unless actively eating and drinking. Masks must be worn by guests outdoors any time 6-ft. social distancing is not possible.
- Guests will be responsible for bringing any refuse to the bussing stations during meetings, receptions, and dinners.
- Events must conclude promptly at the scheduled end time.

GENERAL INFORMATION

Capacities:

- Theater style seating will allow 3' of space between guests.
- Classroom set up will be 2 guests per 6' table maximum.
- U-Shape will be set 2 people per 6' maximum.
- Conference Style will be set up 2 people per 6' maximum
- Hollow Square set ups will be 2 people per 6' table maximum.
- Banquet rounds will be set 6 people per 72" round or 5 people per 60" or 66" round.
- Reception set up will have all tables at least 6' apart, with no more than 2 chairs per cocktail round.

- Groups must not exceed 150 people.
- Maximum capacity for total/simultaneous Banquet Events is 250 guests.

Masks:

- Masks must be properly worn by all guests indoors, unless actively eating and drinking. Masks must be positioned on the face, covering the nose and mouth, wrapping tightly around the bottom of the chin.
- If a guest is exempt from wearing a mask for medical reasons, the guest must obtain a wrist band from the front desk and wear the wrist band in all situations where masks are required.
- Masks must be worn by guests outdoors any time 6-ft. social distancing is not possible.
- Wild Dunes Resort Colleagues must always properly wear masks and gloves.
- Wild Dunes Resort Event Colleagues may only interact with guests who are properly wearing masks. If a guest approaches a Resort Colleague without a mask, staff will politely ask that a mask be worn before proceeding with service.

Event Set-Up:

- Wild Dunes Resort will provide signage in the registration area to inform all attendees that they should:
 - Not to enter if they feel generally unwell
 - Maintain a minimum of 6-foot distance
 - Wear a mask in all required situations
 - Sneeze or cough into a cloth or tissue
 - Not shake hands or engage in any unnecessary physical contact
- Personal refillable water containers may be used in the event space; however, they cannot be refilled in the event space.
- Water stations will only be available with a service attendant (service fee will apply). On consumption or per person beverage breaks do not require a fee for the service attendant.
- Meeting pens and pads will be available upon request.
- Hand sanitizing stations will be available in each meeting room along with COVID-19 Care Stations.
- Social Distancing signage will be placed in all event venues and on all guest tables.
- Registration areas will have resort provided plexiglass and markings on the floor to show guests where to stand for appropriate 6ft social distancing.
- Where possible, rooms and passageways will be configured with one-way entry/exit. Wild Dunes Resort will determine placement.
- Microphones on stands or handheld are discouraged. If used, the device must be disinfected after each speaker.
- Meeting rooms will only be refreshed when all guests have departed the space.

Food & Beverage Service:

- All food and beverage stations will be located behind plexiglass and served by attendants.
- Refreshment break times must be scheduled in advance in order to coordinate service attendants.
- When applicable and based upon the number of attendees, multiple food and beverage stations will be arranged to avoid congregating.
- All "working" meals will be served as boxed or trayed buffet meals.
- All corporate reception and dinner events will be served as stations with attendants. Seating will be socially distanced. Set-up will be determined by Wild Dunes Resort Event Planning Manager.
- Wild Dunes Resort Event Colleagues will not bus tables while guests are in the meal/meeting space. Guests will be responsible for bringing any refuse to the bussing stations during meetings, receptions, and dinners.

- All bars will open no earlier than 10:00 am and will close by 11:00 pm (outdoor events must end by 10:00 pm).
- Alcohol service time is a maximum of 3 hours.
Cash (less) Bars will be charged as a room charge or via guest personal credit cards. Wild Dunes Resort is a cashless resort.

Confirming review and agreement with the listed safety protocols:

Event Representative / Date

Hotel Representative / Date