



The SAFE + SOUND program has been developed by a team of hospitality and gaming experts in collaboration with worldwide health and sanitation specialists, such as Ecolab and NSF. It also includes directives of key agencies, such as the World Health Organization (WHO) and the U.S. Center for Disease Control and Prevention (CDC). SAFE + SOUND is focused on enhanced cleaning practices, social interactions and workplace protocols, while ensuring transparency through the Guest and Team Member journey.

As part of the program, every Hard Rock Hotel & Casino around the world is required to

PASS THE SAFE + SOUND 262 POINT INSPECTION

independently assessed by NSF. We look forward once more to welcoming through our doors the millions of Hard Rock fans around the world, in the safest environment.

OUR PROMISE TO KEEP HARD ROCK FANS SAFE + SOUND

INDIVIDUAL PROPERTY PROTOCOLS MAY VARY BASED ON LOCAL GUIDELINES.



TEMPERATURE CHECKS
for every team member,
and vendor upon arrival



INCREASED CLEANING
and disinfecting
frequency for high-touch
surfaces across public
areas, meeting rooms,
dining areas, and public
restrooms



**PLEXIGLASS
SEPARATORS**
at front desks and
check-in areas



SOCIAL DISTANCING
markers placed 6 feet
(2 meters) apart where
lines can form



HAND SANITIZER
in every public space
area and all restrooms



HAND WASHING
Team member
hand washing
every 60 minutes



MANDATORY MASKS
always for all team
members and for guests
in designated areas



**HIGH LEVEL
INFECTION CONTROL**
procedures to collect
laundry



**TOUCHLESS
IN-ROOM DINING**
hallway service at
guest room door



**SELF-SERVICE
BUFFETS**
have been suspended



POOLS & BEACHES
Groups of guests
are spaced 6 feet
(2 meters) apart



SANITIZATION
of guest luggage
before it enters
the lobby



**SEAL OF
SAFE + SOUND**
on every guest room
door upon arrival

ATTENDEE JOURNEY

From opening act to encore, each touch point along an attendee's journey at a Hard Rock property is covered by our industry-leading SAFE + SOUND program. We are committed to protecting our planners, delegates, attendees, guests and employees, and assisting in preventing the spread of COVID-19.



PRE-ARRIVAL

- Pre-arrival communication links to the Property SAFE + SOUND page containing our sanitation and safety protocols.



ARRIVAL

- Guest screened for temperature and asked to use sanitizer.
- Face masks/coverings required for Guests and Team Members in all public areas and meeting spaces except while actively eating and/or drinking or smoking.
- Face masks available at point of entry or Front Desk.
- Hand sanitizer station located at each entry and exit door.



PUBLIC AREA

- Increased frequency of cleaning, sanitizing, and disinfecting in all public areas with an emphasis on frequent contact surfaces.
- Hand sanitizer stations located throughout.
- Posted signage includes: all sanitizing and hygiene reminders, key hand sanitizing locations as well as the proper way to wear, handle and dispose of face masks/ coverings.
- Guests' queues clearly identified with markers placed at 6 feet (2 meter) intervals to maintain social distancing.
- Plexiglass installed at most Guest facing counters.
- The Clean Team: a dedicated health and sanitation team constantly roaming selected high traffic guest-facing areas to disinfect and sterilize high touch point items and dispose of all used PPE.



ELEVATORS

- Every elevator cabin and landing thoroughly disinfected at least every hour; particular focus paid to high touch points (button panel and handle bars).
- Hand sanitizer station present at each landing or in elevator cabin.
- Reduced number of Guests permitted per elevator.



RESTROOMS

- Guest facing restrooms monitored 24/7 to maintain sanitation standards; extra attention paid to high touch areas.

MEET
SAFE +
SOUND

ATTENDEE JOURNEY



GUEST ROOMS

- Welcome letter from property General Manager/ President notifying Guest of SAFE + SOUND Protocols.
- Rooms deep cleaned upon Guest departure: all linens stripped and sent for industrial cleaning; all surfaces cleaned with disinfectant; and bathroom areas addressed thoroughly to meet sanitation protocols.
- Collateral, pens, and other high touch non-essential items removed and available upon request.
- Door seal placed outside the door to notify the Guest the room is cleaned, sanitized and disinfected.
- Housekeeping service provided every other day or upon request.
- Contactless delivery.



MEETING SERVICES

CLEANING + SANITIZING

- Guest screened for temperature and asked to use hand sanitizer.
- Appropriate PPE inventory available at this point of entry and distributed by a Team Member.
- Use of face mask/covering required for Guests and Team Members in all public areas and meeting spaces except while actively eating and/or drinking or smoking.
- Hand sanitizer stations placed at each meeting room in use, throughout exhibit halls and other front of house areas.
- Industry leading cleaning, sanitizing and disinfecting protocols used to clean meeting rooms with particular attention to high touch items: doors, tables, chairs, podiums, telephones, in-room control panels, light switches, temperature control panels and linens removed after each meeting. Meeting services (microphones, projectors, screens, etc...) cleaned, sanitized and disinfected before and after each use.
- All third-party vendors and contractors are required to follow the SAFE + SOUND protocols.

PHYSICAL DISTANCING PROTOCOL

- Appropriate SAFE + SOUND signage prominently displayed.
- Seating capacities and floor plans reviewed to ensure compliance with physical distancing recommendations.
- Pens and pads distributed upon request. Bottled water provided.
- Gloves required for all Food and Beverage Team Members.
- All condiments provided by an attendant in a single-use or disposable container or individually preset bags.
- All necessary utensils provided only as a roll-up or pre-packaged plastic flatware.

AMPLIFIED OPTIONS *(varies by property)*

- Flexible group cancellation and attrition policies; will vary property to property.
- Increased options for outdoor and creative private spaces available.
- Hybrid meeting environments available for groups combining in person and virtual programming.

MEET
SAFE +
SOUND



Our staff has been trained by industry-leading cleaning experts from Ecolab on proper disinfection procedures.

- We have worked with Ecolab, the global leader in water, hygiene and infection prevention solutions and services for over 100 years across 170 countries, to create a best-in-class cleaning and disease prevention program.
- Ecolab works closely with the CDC, WHO, Environmental Protection Agency, Food & Drug Administration and other leading health organizations to establish best practice guidance for protecting guests and team members.
- Ecolab is a leader in addressing emerging public health issues, following a science-based approach with 19 technology and research campuses in 13 countries and a team of 1,600 scientists, engineers, and technical specialists.



Every Hard Rock Hotel must pass a 262 point inspection by NSF.

- During the reopening process, every hotel will be independently assessed by an NSF auditor, to check that our hotel is SAFE + SOUND compliant, and that we have proper health and sanitization protocols in place to help keep our guests and team members safe.
- For 75 years, NSF has been a global leader in public health and safety, working to protect the food we eat, the water we drink, the air we breathe, the health care products we use and the environment we all share.
- NSF employs over 2,900 people worldwide, including engineers, chemists, public health experts and certification specialists. They operate state-of-the-art labs in North America, Latin America, Europe and Asia.

*While we have taken extraordinary measures to keep our hotels, team members and guests **SAFE + SOUND**, we urge everyone to stay vigilant, treat each other with respect and **TAKE TIME TO BE KIND.***



OUR CORE VALUES REMAIN UNCHANGED

In 1971, Hard Rock was built on the foundation of four core values that have been as much a part of our character as music is. They have guided us through good times and challenging times and are intrinsic to our everyday operations. These values have always been, and especially now more than ever, our commitment to you, our Hard Rock Fans.

LOVE ALL SERVE ALL

We cater to no particular group – we embrace everyone. More than a job, we make a difference in people’s lives by the service and hospitality that we provide.

ALL IS ONE

We are a team and we must work together to be successful. The spirit of partnership, along with respecting others and lending a helping hand, is our norm.

TAKE TIME TO BE KIND

It’s true that kindness really is contagious. Empathy and compassion for our guests, our communities and each other make everyday life better.

SAVE THE PLANET

This planet is the only one that we have, so we believe everyone should do their part to preserve it.