

MEETINGS & EVENTS

THE HEALTH AND SAFETY OF OUR TEAM MEMBERS AND GUESTS HAS ALWAYS BEEN OF UTMOST IMPORTANCE TO OUR SENIOR LEADERSHIP TEAM AND TRIBAL COUNCIL. WE WANT TO MAKE SURE WE ARE DOING EVERYTHING WE CAN TO PROVIDE A SAFE ENVIRONMENT FOR OUR TEAM MEMBERS AND YOU, OUR LOYAL CUSTOMERS.

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 throughout 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 272-point inspection independently assessed by NSF. Our staff has been trained by industry-leading cleaning experts from Ecolab on proper disinfecting procedures.

While we have implemented several new protocols to ensure all events are Safe + Sound within our event space, please know that these guidelines will continue to evolve in keeping with official state guidelines.

We welcome you and your attendees through our doors and into the safest of environments.



MEETINGS & EVENTS

WE ARE EXCITED TO HOST YOUR NEXT MEETING OR EVENT
AND DEDICATED TO KEEPING YOU SAFE + SOUND.



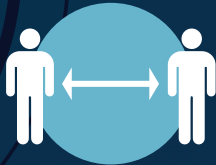
PERSONAL PROTECTIVE EQUIPMENT (PPE)

All guests must wear a mask or a cloth face covering which meets CDC guidelines. Face coverings may be cloth or other material such as surgical masks or Personal Protective Equipment (“PPE”) (such as an N-95 Respirators) while in any facility at all times. A face covering over your nose and mouth must be worn at all times except when actively eating, drinking or smoking while seated and physically distanced.



SCREENING & TEMPERATURE CHECKS

Upon entering the property all team members and guests will have their temperature taken. Points of entry will be limited to allow our security team to conduct non-invasive temperature checks utilizing digital thermometers and/or thermal cameras. Any guest or team members with a temperature above CDC guidelines will not be allowed entry.



PHYSICAL DISTANCING

All guests and team members are expected to follow the physical distancing guidelines recommended by the CDC. The maximum capacity at all properties will be 50% of posted max occupancy limits.



CLEANING & SANITATION

We have increased the amount of routine cleaning, with a focus on high-touch surfaces and common areas. Free-standing touchless hand sanitizers will be available at entrances, host stands, bars, ATMs, and more. PPE trash receptacles will be placed throughout each property. Clean teams are available upon request. Look for the team members in bright yellow shirts.



AIR FILTRATION SYSTEM

All Seminole Gaming Properties have been equipped with state-of-the-art AtmosAir™ advanced bipolar ionization air purification and disinfecting systems that are designed to destroy viruses in the air and on hard surfaces. Also, all HVAC filters are HEPA-compliant with the highest MERV rating.

HARD ROCK
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SOUND**

ON-PROPERTY EXPERIENCE

THE HEALTH AND SAFETY OF OUR GUESTS AND TEAM MEMBERS IS OUR NUMBER ONE PRIORITY. BELOW ARE SOME ENHANCEMENTS AND SAFETY PROTOCOLS YOU CAN EXPECT WHEN VISITING ONE OF OUR SEMINOLE GAMING PROPERTIES IN FLORIDA. WE WILL CONTINUE TO MAKE CHANGES AS NECESSARY AS WE CLOSELY MONITOR CENTERS FOR DISEASE CONTROL (CDC) GUIDELINES AND GOVERNMENT MANDATES.



HOTEL & ELEVATORS

The front desk of our hotel properties are retrofitted with protective plexiglass barriers, and spacious queuing at six feet will be enforced to protect all guests. Contactless check-out such as express check-out, by telephone or by video is strongly encouraged. Enhanced sanitizing protocols will be scheduled for all elevator touchpoints such as doors, handrails, call buttons, and panels at hourly intervals.



TABLE GAMES

Select table games have been retrofitted to include plexiglass shields. Maximum occupancy per table will vary based on table size. All gaming equipment, tables and chairs will be sanitized and gaming chips sprayed with sanitizing solution.



SLOT MACHINES

Space between slot machines will follow physical distancing guidelines. Slot machines will be sanitized regularly. In addition, clean teams will be available upon request. Hand sanitizing stations are located throughout the property.



RESTAURANTS & LOUNGES

Grab & Go options are available at select restaurants. Seated dining not to exceed 50% occupancy. Tables and waiting areas adhere to physical distancing protocols. Dining parties will be limited to 10 people. Digital menu ordering and contactless QR payment options are available at some outlets.



POOLS & CABANAS

Cabanas and chaise lounge chairs are sanitized after each use. Pool chemical levels will be monitored in accordance with local recommended guidelines. In open-air/outdoor areas, guest masks are optional as long as physical distancing protocols are followed.



VALET

Valet attendants must wear face masks at all times and must change their gloves after operating each vehicle. Attendants will lower all windows when entering vehicle to allow for airflow.

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MEETINGS & EVENTS

OUR CONVENTION SERVICES / CATERING MANAGERS WILL WORK WITH THE GROUP PLANNER TO DEVISE THE OPTIMAL EXPERIENCE FOR THE GROUP WHILE WORKING WITHIN THE SAFE+SOUND GUIDELINES.

REGISTRATION & ARRIVAL

Dedicated registration areas with social distancing encouraged.

SOCIAL DISTANCING ROOM SETS

Customized floor plans with seating capacities reviewed for each event.

AUDIO/VISUAL

Sanitized equipment; live-streaming support to facilitate hybrid meetings with virtual attendees.

GUEST FLOW

Clearly marked meeting entrances/exits and queuing to follow social distancing protocols. Management of guest flow for special event activities, events, or food and beverage service.

BREAKS

Service coordinated across groups to manage guest traffic.

MENU

Grab-and-go or plated meals, chef and attendant serviced food stations, Sani-Stations, and queue management.

BEVERAGE

Cocktail equipment sanitized between uses, plexiglass shields, signage, and floor queuing to follow social distancing protocols.

TABLE SET-UP

Minimized table settings (disinfected between uses), hygienic bag for attendee mask, notepad, individually wrapped pen and candy. Individually rolled cutlery. China, glassware and linens sanitized between each use.

SAFE+SOUND

Safe + Sound safety protocols that include but not limited to, cleaning of high-touch and communal areas more frequently and full room refresh at the end of the day, Sani-Stations at the entrance or inside each meeting room; public restrooms cleaned every 30 minutes; designated receptacle bins for used gloves & masks placed throughout the property.

OUTSIDE VENDORS

All 3rd party vendors and event contractors must follow our Safe + Sound safety protocols.

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