

GUEST GUIDELINES & INFORMATION

for Boot Hill Casino & Resort Conference Center



"Everyone has a legal duty to behave as a reasonable person under the same or similar circumstances."

COVID-19 Warning: We have taken enhanced health and safety measures for you, our guests and Staff members. Please follow all posted instructions while visiting UWA/BHCRCC. An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious virus that can lead to severe illness and death. According to the CDC, senior citizens and guests with underlying medical conditions are especially vulnerable. By visiting UWA/BHCRCC, you voluntarily assume all risks related to exposure to COVID-19. Help keep each other healthy.

ENTRANCE AND EXIT

- The lobby doors closest to the parking lot will be the **entrance only** doors and will be marked as such. The lobby doors furthest north will be the **exit only** doors and will be marked as such.
- Signage will be placed throughout the Conference Center with directions. Directions for guests on how service will be accommodated will be relayed to the client in written and verbal form.
- The event coordinator(s) assistance will be needed to help ensure guests follow guidelines.

BEVERAGES

- Food and Beverage Stations will be set up in the lobby to ensure social distancing guidelines and to better allow staff to monitor.
- All Beverage Stations:
 - Require a Sneeze Guard over the items if they are self-serve. All beverages will require wrapped straws, lids and plastic cups or served in individual cans or bottles.
 - Glassware will not be available on beverage stations, at this time. All beverages served must be in a cup with a lid or served in a can or bottle with lid.
 - Beverage dispensers for water and iced tea will be wiped down and sanitized every hour.
 - Bottled or canned drinks are highly recommended for drink stations.

FOOD

- All Snack / Break Tables:
 - Require a Sneeze Guard over the items if they are self-serve.
 - Other options include prepackaged meals, or meals served by our staff, at an additional cost.
 - Morning and afternoon break items that require silverware will use plastic wrapped silverware.
- Buffets (Breakfast, Lunch, & Dinner):
 - Require a Sneeze Guard over all items.
 - Double Sided Buffet Lines will not be available until further notice.
 - Guests will not be allowed to serve themselves. Staff will be serving all buffets until further notice.
 - Additional time will need to be allowed for mealtimes due to the above restrictions.
 - Dinner rolls cannot be pre-set at tables unless pre-packaged. If not pre-packaged, they will be served in the buffet line.
 - Salads will have to be pre-packaged / wrapped / covered and either placed on the table when guest sits down or available on the buffet line under a Sneeze Guard.
 - No self-serve salad bars will be available until further notice.
 - Desserts will have to be pre-packaged / wrapped / covered and put either on the table when guest sits down, or on the buffet line under a Sneeze Guard
- Plated Meals (Breakfast, Lunch & Dinner):
 - Events will have to allow additional time for mealtimes.

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- Plated meals may not be an option for all events, depending on size of group and number of staff available to serve.

TABLE SETTINGS

- Pre-set drinks may be on the tables if there will be a short wait between the time the drinks are set and when guests are seated. If there is a gap of time, drinks will need to be poured when guests sit down. This process will take additional time, so events will need to adjust mealtimes to allow for this.
- Salt & pepper will be wiped down/sanitized after each event.
- Sugar caddies cannot be placed on the tables. They must be in glass containers or guests may ask staff for sugar/sweetener packets.
- Silverware must be pre-rolled. It can be pre-set on tables, set on tables after guests are seated, or directly handed to guests.
- Condiments must be in bottles and not open containers for self-service. They must be wiped down and sanitized after each event.
- Baked potato condiments such as bacon bits, cheese, sour cream, etc., must be in packets, or portion cups with lids for each guest. They cannot be in open containers for self-service.
- Butter cannot be in open containers for self-service. Butter must be in chip form, cups, or packets.
- Salad dressings for salads must be in portion cups with lids, squeeze bottles with lids, or packets. They cannot be in open containers at this time.

MISCELLANEOUS

- Bars will not have garnishments at this time.
- Mints or nuts for meetings or wedding receptions must be pre-packaged, in containers with lids, or under a Sneeze Guard with serving utensils swapped out every 40 people.
- Cakes and Cupcakes for dinner parties or wedding receptions need to be under a Sneeze Guard. Plastic wrapped silverware will be offered with cake. Cake will need to be cut by staff or guest wearing gloves.

CLEANING & SANITATION

- All Dining Surfaces will be cleaned and sanitized between guests.
- Staff will disinfect the Conference Center door handles, meeting room doors, restroom doors, railings, and Conference Center lobby chairs every hour. Service areas will be disinfected regularly as well.
- Water Fountains will not be in use at this time.
- Restrooms in the Arena Concourse will be opened to allow more stalls to be available for use. The restrooms will be monitored by staff and cleaning /disinfectant done each hour or as needed after breaks.
- Guests will need to allow longer break times or stagger as needed to allow less people to be in the restrooms and lobby areas.
- Prior to and directly following a meeting, staff will disinfect all surfaces in the lobby and common areas as well as spray down tables and chairs that were used during the meeting. Housekeeping will clean the restrooms and disinfect during the meeting (after breaks) and after the meeting.

Client Signature

Date