



MILWAUKEE AIRPORT

MEET WITH CONFIDENCE AT THE CROWNE PLAZA MILWAUKEE SOUTH



We look forward to creating an incredible experience in both the planning process and execution of your 2021 Conference. We are committed to a safe and welcoming environment and have implemented many changes across the meeting and event spaces, as well as within the hotel guestroom experience.

1. Has the Crowne Plaza Milwaukee implemented any special COVID protections to maintain attendee safety?

Yes, many changes have been implemented, such as:

- *IHG Clean Promise initiative extended to include: Constant cleaning of the lobby, public spaces, restrooms to include all high touch areas. Front Desk has Plexiglass shields at check-in/reception desk. Key cards are sanitized after each use.
- *Social distancing markers all throughout the property, door, entrances, public spaces, elevators, elevator landings, etc.
- *Evaclean Electrostatic Cleaner
- *ECOLAB SOP cleaning with hospital grade disinfectants
- *All hotel employees conduct full health screenings and temperature checks upon arrival to every shift
- *No self-service buffets
- *Sanitation stations at dedicated entrances/exits
- *Opening ballroom doors to encourage air circulation
- *Removing/reducing collateral or preset items on tables ex. paper, pens
- *Reducing per table counts and reimaging room sets: 1 per 6ft classroom, 4-6 per 10ft round, etc.
- *Fitness Center and Pool remain closed. Reopening date still TBD
- *Elevators now limited to 4 max occupancy
- *Every guestroom floor has touchless sanitizer stations in addition to throughout public spaces.

2. How has the guestroom experience been updated?

Guestrooms are cleaned using ECOLAB and IHG Clean Prom SOP, with all collateral (menus, tv guides, paper, etc.) removed, TV Remote sanitized, and placed in "TV Buddy" bag to ensure sanitation. Stayover service limited to by-request-only to include towel and trash service only. The guest is not able to be in the guestroom while any housekeeping staff, engineers, hotel staff are present in the guestroom. Airport shuttle service remains 24hr, with limited capacities to encourage social distancing (every other chair used, every other chair "X")



MILWAUKEE AIRPORT

3. Does the hotel require facial coverings?

Per hotel's management company, Chesapeake Hospitality, policy, IHG Hotel policy, State of Wisconsin mandate, and the City of Milwaukee mandate, all persons in hotel must wear a face covering. This includes while in the lobby, shuttle, public spaces, lounge, elevators, meeting rooms, hallways, banquet halls, etc. Face coverings exceptions include while eating or drinking, medical and other various exceptions as listed within the mandates and per ADA.

4. How has the Food and Beverage experience changed?

Plated meals, offering prepackaged breaks, serviced beverages (currently no self-service allowed, no coffee pitchers, water stations, self-service buffets.) Buffets are still allowed, but are serviced by banquet staff and shielded with plexi glass barriers (buffet meal service only available with an additional fee to cover additional labor. Plated meal service still available at no additional cost) Coffee, tea, etc. must be served by banquet staff, individual creamers, sugar packets, etc. vs. creamer dispenser for example. Food and Beverage - hot options remain available 24/7 via our on-site Starbucks Cafe - 5am-9am serving hot breakfast sandwiches, danish, muffins, smoothies, specialty coffee drinks. 24h The Marketplace offerings extended with wraps, sandwiches, pizzas, hot pockets, entree salads, snacks, chips, candy, beer, wine, soda. On-site restaurant open 4pm-9pm with limited dine-in capacities and also available to-go. Room service suspended, but the restaurant is available to order to-go from the guestroom

5. Has the capacity of the main ballroom and other rooms been reduced to accommodate social distancing?

Current restrictions limit events to: Current statewide: 25% capacity of the meeting rooms' fire code capacities. Additionally, current City of Milwaukee Health Department policy: 50% capacity of the meeting rooms' fire code capacities *or* 1 person for every 30 sq. feet of meeting space, *or* 250 people or less --- whichever number is lowest.

Our 12,000 sq. foot ballroom can hold up to the City of Milwaukee's limitation of 250 people – with hotel staff accounted for, max attendee count is estimated to max out at 235.

6. What additional considerations should be made when planning our first post-covid events?

With the *many* changes in today's new world, understand flexibility in the planning of events is crucial. With that, I would suggest being open within how the spaces are utilized and the agenda is produced to best encourage social distancing. (ex. Shifting to have the entire Ballroom as the general session and meal room, rather than splitting up into multiple spaces.)

When planning the event agenda, take into consideration restroom breaks, meal periods, flow between breakouts, etc. all may take additional time to accommodate social distancing in public spaces.

The health and safety of our guests, attendees, and our staff is the #1 priority! All hotel employees conduct full health screenings and temperature checks upon arrival to every shift. While temperature checks are not required by the hotel for event attendees, we do encourage planners to have this at your registration and upon entrance doors of the event. We also encourage planners to supply floor markers, sanitation bottles at each table, health screenings prior to the event as well as at registration.

7. Do you have any photos or examples of events you've hosted in this new world?

Absolutely! Please check out a short 2-minute reel of some of the many "post-covid" events held at the Crowne Plaza Milwaukee South!! Watch "Crowne Plaza Milwaukee South - Post-Covid19 Meetings and Events: MKETH"

on Vimeo: <https://vimeo.com/462892369?ref=em-share>

MILWAUKEE AIRPORT

IHG Way of Clean Enhancements



IHG Way of Clean already includes deep cleaning with hospital-grade disinfectants, and going forward guests can expect to see evolved procedures in every area of the hotel, such as:

Overall Key Enhancements:

- Added cleaning and disinfecting frequency
- Minimized guest touchpoints through operational changes
- Visible sanitizer stations in public and colleague spaces
- Protective Equipment guidance for staff
- Social distancing protocols and visual cues
- IHG Way of Clean training completed by all appropriate staff members
- Appointment of Clean Champions in every hotel

Arrivals/Front Desk

- Reduced contact and physical interaction at check-in
- New cleaning procedures with increased disinfecting frequency of high-touch surfaces
- Social distancing protocols
- Hand sanitizer available

Public Spaces

- Social distancing practiced including spacing of furniture
- Increased frequency of sanitizing and disinfecting high-touch surfaces
- Hand sanitizer stations available throughout all public spaces

Guest Rooms

- Increased disinfecting of all hard surfaces and fixtures
- Removal of non-essential items (in-room collateral or other high-touch items), available upon requests
- Rooms audited for cleanliness
- Upgraded laundry protocol

Food & Beverage

- Updated food handling and service guidelines
- Additional cleaning and sanitizing protocols
- New approaches to buffets, banquets and catering
- Self-serve beverage stations replaced with beverage service
- Disposable or laminated menus for sanitizing/disinfecting
- Tables, chairs sanitized between each guest
- Social distancing practiced through placement of tables
- Condiments available from the kitchen upon request
- Meals charged to room or credit card vs cash
- Social distancing practiced in bar areas

Meetings & Events

- Room set up and configured to allow for social distancing
- Mealtimes staggered to avoid congestion
- Tables, chairs wiped down during breaks in meetings
- Strict food handling and service guidelines in effect
- Sanitizer available throughout space
- Recommend use of personal smart devices and tablets for taking notes
- New pens/pads to be provided, if needed

Amenities

- Updated operational practices for pools, fitness centers, club lounges and other amenity spaces
- Increased cleaning of equipment and furniture
- Sanitizer wipes available for guests
- Social distancing protocols



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