Social and Corporate Group Guidelines

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures.

Destination Kohler will adhere to 6ft physical distancing guidelines for events hosted through the remainder of 2020. Contact your Destination Kohler representative for additional details and updated venue capacities.

Cleaning & Sanitizing Protocol

1. All shared equipment and meeting amenities to be sanitized before and after each use, or be single use if not able to be sanitized
2. All linen, including underlays, to be replaced after each use
3. Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms
4. All meeting spaces to be sanitized at the conclusion of each event
   a. An Industrial air purifier OS3500UV will be run for 6 hours after all staff has exited the room. Ultraviolet (UV) lamps provide disinfectant technology to target and destroy disease-causing bacteria, viruses and microorganisms
5. All wipeable surfaces will be disinfected with Spartan Chemical, HALT, by staff before exiting the room (includes chairs, podiums, AV equipment, door handles and other touchable surfaces)
   a. HALT is a hospital grade, one-step cleaner, bactericidal, virucidal, mildewcidal, fungicidal, disinfectant proven effective against norovirus, canine parvovirus and blood borne pathogens
6. The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized

Food and Beverage Considerations

1. All self-serve style food and beverage stations to be suspended until further notice
2. All food and beverage items to be individually plated and served
3. Coffee and other break items to be attended and served by a server and/or pre-set on tables
4. Dedicated break stations will be provided, 1 station per 15 attendees, to allow for time efficient breaks
   a. If multiple events take place at concurrent times, break times will be coordinated by Destination Kohler to comply with physical distancing protocols
5. Flatware to be pre-rolled and placed at each place setting or single use disposable to ensure sanitation
6. Condiments to be served in individual containers, sanitized after each use or disposable containers
Physical Distancing Protocol

1. Floor decals will be provided to ensure proper Physical Distancing in the following locations:
   a. Registration table
   b. Restrooms
   c. Coffee/Break lines
   d. Served Buffet lines
   e. Bar lines
2. Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows the State of Wisconsin and CDC guidelines
   a. Contact your Destination Kohler representative for physical distancing capacities and diagrams
3. Based on availability, meal periods will take place in a separate, complimentary, space to allow for pre-set F&B providing efficient transitions between meetings and meal periods
4. Dedicated registration area will be provided unless otherwise indicated
5. Companies will be responsible to comply with the State of Wisconsin and CDC guidelines when bringing non-registered hotel guests to a Destination Kohler meeting/event:
   a. While registered hotel guests will have temperature checks upon arrival, meeting/event attendees that are not registered hotel guests will be required to have temperature checks up on registration
      i. Destination Kohler is pleased to offer manned temperature check stations at an additional cost
   b. Health and wellbeing of attendees
      i. If any of your attendees meet the following criteria, please follow the state mandated guidelines
         1. Experienced fever, cough or shortness of breath in the 14 days prior your arrival?
         2. Been exposed to anyone who is exhibiting symptoms or has tested positive for Coronavirus in the 14 days before your arrival?
   c. Distribution of conference materials
6. Restrooms on the Conference Level will have a restroom attendant. They will be monitoring the number of individuals at a given time, cleaning high touch areas and assisting with door usage
7. Stanchions will be utilized as a tool to comply with physical distancing protocols and enhance the safety of guests
8. Events held on a ‘flow’ basis will have a Banquet attendant present to monitor the number of individuals in a specified space at any given time.

Guest Considerations

1. Individual bottled water will be provided complimentary in lieu of water carafes on meeting tables and water stations
2. Multiple Hand Sanitizer Stations are available throughout the Conference Level
3. Provide modified menu to showcase style of service and culinary offerings in adherence to CDC guidelines
4. Modified Group Amenity offerings in adherence to CDC guidelines
5. Business Center will remain closed until further notice
Employee’s Responsibilities

Destination Kohler Employees are vital for an effective sanitation and health program

COVID-19 Training. All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations and Security.

Temperature Check. Upon entrance of building, all associates’ temperatures will be checked, while enforcing appropriate physical distancing. For those who have a temperature over 99.9 degrees will undergo a secondary screening. If they still show a high fever, they will undergo further medical assessment and be directed to appropriate medical care.

Employee Arrivals and Departures. Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state and local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the resort will be provided a mask and required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants, food and beverage personal and security officers in direct contact with guests.

Hand Washing. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of viruses. All Destination Kohler employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

Sanitization of Office area and Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. The use of shared food and beverage equipment in back of house (including shared coffee brewers) will be discontinued.