



SPOKANE CONVENTION CENTER

COVID-19 Event FAQ – Phase 3

For the Health and Safety of Our Guests

A 'Frequently Asked Questions' Guide of Enhanced Safety Protocols at the Spokane Convention Center in Spokane, Washington.

Adopted 3.17.21

General Questions

What changes can I expect to see at my next event at the Convention Center?

You will notice friendly reminders and queueing markers throughout the facility including in the lobby, restrooms, common areas, event spaces, and displayed on interior monitors. Exterior doors have been equipped with touchless entry mechanisms, escalators have been equipped with hand rails that will be automatically UV cleaned, and event staff will be present sanitizing all high-touch points. A dedicated isolation room will be reserved in close proximity in case the need arises.

What additional materials should I plan to bring/what does the Convention Center provide?

Event organizers will need to work with their Event Manager to see what current restrictions are currently in place and other items that may be helpful to host the event. Hand sanitizer units are mounted all doorways as well as intermittently throughout the Lobby spaces. We do not have hand sanitizer to provide at registration desks, info desks, or any other tables, the client is requested to bring these items.

Do I have to ask and retain my attendee's contact info?

Yes, guest information (first name, last name, and phone number) must be kept on file with the client for at least (28) days after the conclusion of your event. This will be used for contact tracing purposes if it is needed.



General Questions

Do my guests and I need to wear masks?

All guests and staff will be required to wear a mask while in the building while they are not actively eating or drinking.

What if my guests don't have their own mask when they arrive?

At this time we are requesting the client to provide spare masks for guests due to the limited supply.

How many guests can I invite to my event?

A total of (400) guests are permitted to be in each event space at one time. Please work with your Event Manager to come up with a plan for how to move guests through the building.

What considerations do I need to make for Registration/Check-in?

Registration/check-in needs to be done virtually as much as possible. Ideally there is as little face to face contact as possible onsite.



General Questions

Do my guests need to have their temperature taken?

While temperature taking or screening for COVID-19 symptoms is not required of guests it is highly recommended. Contact your Event Manager for pricing of temperature taking devices/staff.

What are the Convention Center Staff doing to protect my guests?

All Convention Center staff are required to have their temperature taken prior to working. Staff are also required to complete a health attestation form to confirm they have not knowingly been exposed to COVID-19 or are experiencing any symptoms.

Can I have Corn-hole or any other activities?

Yes, some extra activities can be accommodated. A dedicated attendant will be required to supervise the activity as long as it is open to guests as well as sanitize any equipment in-between.

What if my guests are vaccinated?

At this time we are unable to make considerations for vaccinated guests. All state guidance will have to be followed.



General Questions

Who will be enforcing the new regulations?

The Convention Center Event Manager will be on site for the duration of the event to ensure that everyone is in compliance of all COVID rules and restrictions. The client is also expected to remind their guests and/or make intermittent announcements during the event. Should a guest continue to be uncompliant, the event manager will notify the group to remove the guest. The Convention Center reserves the right to eject any guest who refuses to comply with these requirements. The client is expected to communicate all pertinent info on facility protocols to guests prior to the start of the event. Please be sure to send a copy of this communication to the Event Manager prior to the start of the event.

I have a vendor that would like to setup in the Lobby to pass out info/ sell items, can I have this?

At this time Lobby tables, handouts, or vendors are not permitted.

Can I bring in any outside food or beverage?

All food and beverage, including candy, must be arranged through the in-house caterer. Outside food and beverage is not permitted.



Banquet Events

What types of banquet setups are available at this time?

At this time, all guests must be socially distanced by at least 6' at all times while in the building. This includes while in the Lobby and the event space. If a meal is being served, we are able to seat up to (10) guests with no household limit, not socially distanced (see diagram examples). Guests will be required to be socially distanced when not at their table and will be required to wear their mask when not actively eating or drinking. We are permitted to have up to (400) guests in each banquet space.

Who verifies that my guests are from the same or different households?

During Phase 3, there is no household limit at dining tables, just a maximum of (10) guests per round table.

Are my guests allowed to eat and drink while walking around the event space or checking out the silent auction items?

Eating or drinking is only permitted while guests are seated at their assigned table. Guests are not permitted to sit at any table that is not their assigned table.

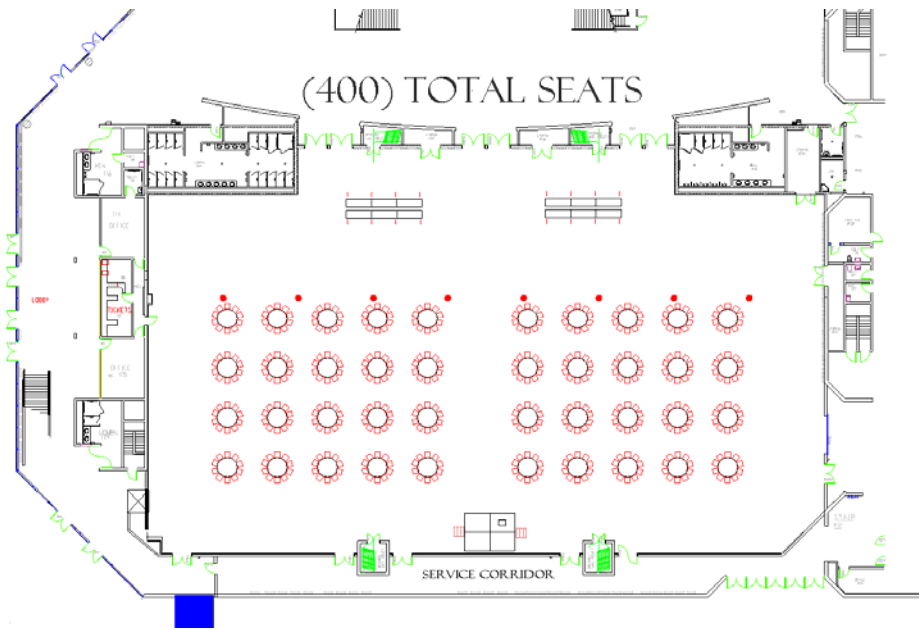
Can I have live music and dancing at my event?

At this time dancing at events is prohibited but live entertainment is permissible under the [Theater & Performing Arts COVID-19 Requirements](#).

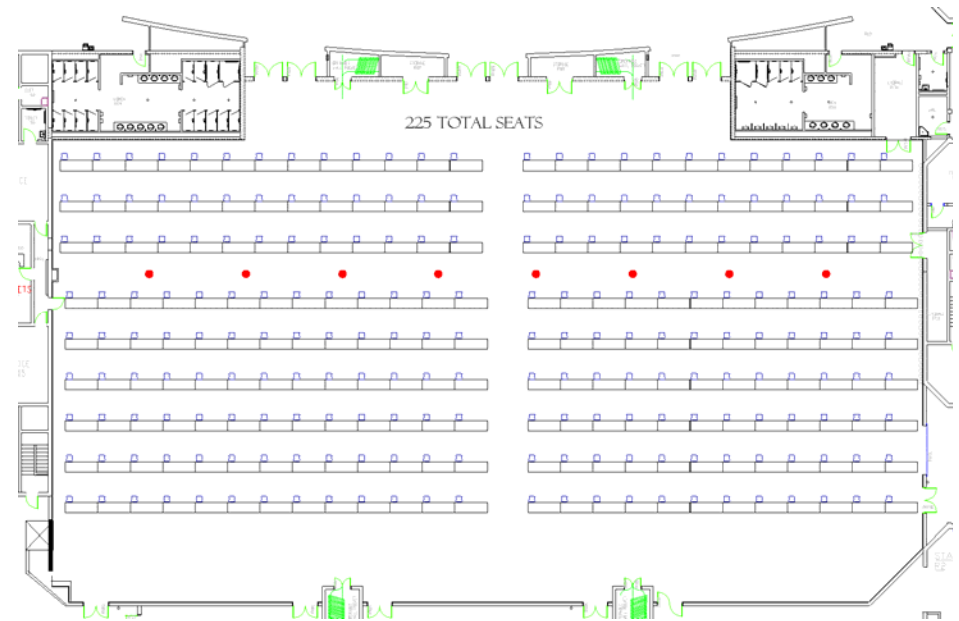


Banquet Events

Diagram Examples - 100ABC (25,000 Square Feet)



Rounds of up to (10) with no household limit



8' tables of (1) with all guests socially distanced



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Food and Beverage

Can I still have food and beverage service at my event?

We have added new guidelines to ensure all guests have a wonderful food & beverage experience, while still staying safe. We can discuss these guidelines together when planning your event.

How will the food be served?

Each event is different and we will customize the food service within our COVID safe guidelines based on the needs of your event.

Can I still have buffets?

Yes, you can have buffet-style service. However, it would require our staff dishing food onto each plate to avoid multiple guests touching the same serving-ware.



Food and Beverage

Can I have bar services?

Yes, you can have bar service. Our staff will serve beverages to your guests behind protective glass and guests can enjoy their beverages in a food-designated area (such as their banquet table). Masks will still be required when not actively eating or drinking.

Can I have tray-passed appetizers?

Tray-passed appetizers will be determined based on what reopening phase Washington State is currently in. Currently, all food items served would be on individual small serving plates and/or appetizer stations that fall within the current safety guidelines.

Will the service staff be required to wear Personal Protective Equipment?

Yes, all service staff will be required to wear Personal Protective Equipment throughout the event. They will also have completed a COVID-Safe training specialized in Food & Beverage "Safe and Serve" during the COVID-19 pandemic.



Live Streaming

Want, or need, to stream your event? We have you covered!

We can stream to your predesignated site like YouTube Live, Facebook Live etc., or, we have teamed up with a local company, **Streamvuze**, to provide up to 10 streaming channels that we can keep simple, or totally customize for your event. We have the ability to provide custom webpages for registration, incorporate sponsor logos, provide password protection, record the events for viewing later, provide analytics, and even Geo Block your event if needed.

Let us know what you would like your streaming event to look like, and we can help you achieve that goal!



Signage

Here are some examples of signage you will see during your event. Please feel free to copy these messages and add your own branding to replace these signs or add to what is already displayed.



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Signage

**All Guests Must Wear Their
Mask Unless Actively Eating
or Drinking At Their
Assigned Table**



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**All Guests Must Be Seated
At their Assigned Table
When Actively Eating or
Drinking**



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WA. State COVID-19 Reopening Guidance Documents for Businesses and Workers

- [Eating and Drinking Establishment COVID-19 Requirements](#)
- [Sporting Activities COVID-19 Requirements](#)
 - [Sporting Activities Frequently Asked Questions](#)
- [Miscellaneous Venues COVID-19 Requirements](#)
- [Theater & Performing Arts COVID-19 Requirements](#)

