



Partnerships Grounded in Trust: Key Questions for Hotels/Venues and Event Organisers

A key success factor for mitigating risks associated with COVID-19 is open communication between hotels, stakeholders/partners, and event organisers. This dialogue can inform the pre-event communications with attendees for the event and help build their trust in the measures in place to reduce transmission risks. Below is a list of questions to begin the conversation:

Questions for Hotels/Venues to ask Event Organisers



Business Strategy

1. What is the strategic purpose of your event?
 2. What is the role of events for your organisational strategy?
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Attendee expectations

3. Does your event have a code of conduct, and how will it be implemented?
 4. How will you communicate with the event attendees regarding expectations for behaviour?
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Communications

5. Can you share your crisis response and communication plan?
 6. Are the event organisers implementing a contact tracing protocol? How will notification occur?
 7. Can we collaborate on a pre- and post-event pulse survey to evaluate the hotel and the event's protocols?
 8. Can we schedule a daily check-in during the event to review protocols?
 9. Do you have an app or an event webpage where you can upload all the safety protocols that the hotel will be implementing during the participant's stay, from arrival to departure times?
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Health and safety

10. Will the event organisers be providing health screening?
 11. Have the event organisers surveyed attendees to better understand their attendance decision process, travel protocols and needs?
 12. Can the programme be adjusted to account for additional cleaning time between sessions?
 13. Is there information about the event's COVID-19 practices that can be shared with attendees?
 14. Where are the attendees travelling from and to, and what methods of transportation will they be using?
 15. Can you share the event agenda, including off-site events and transportation plans?
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Technology

16. Are you planning on streaming part of your event (hybrid components)?
 17. Will the event organisers be bringing their own technology and/or AV equipment? If so, what sanitization measures will you have in place for such items?
 18. What sharable technologies (such as microphones, remote presenters etc.) will be present in your event?
 19. If incorporating webcasting/hybrid or other streaming, what cybersecurity measures do you have in place?
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Sustainability and social impact

20. Does the event have a sustainability plan that we should review?

Questions for Event Organisers to ask Hotels/Venues



Health and safety

1. What can we expect to see as health and safety protocols at each stage of the attendee's journey?
 2. What health and safety practices are in place for hotel/venue workers?
 3. Will the hotel be providing health screening?
 4. What protocols are in place to limit cross-contact between attendees of different events?
 5. What accessibility protocols are in place to meet the needs of people with disabilities?
 6. Are there wayfinding considerations for directing attendees to the meeting rooms to support social distancing, and are accessible routes clearly indicated?
 7. Is the hotel complying with any existing protocols, and how is this being monitored for quality and performance?
 8. If a guest or attendee tests positive for COVID-19, what is the protocol for the individual, and what meeting space and guest room recovery policies will the hotel implement?
 9. If a hotel employee tests positive for COVID-19, what measures are in place to protect other workers, the group and how will you initiate contact tracing?
 10. For larger events, have you designated separate entrance and exit points for all your ballrooms/meeting space, and is this also established for staff accessing back-of-house areas?
 11. What room set up options do you have in order to keep the group physically distanced?
 12. Do you offer linen-less tables and how are your chairs being disinfected?
 13. What food and beverage safety protocols has the hotel implemented?
 14. Can we do a safety-related site inspection of the hotel, and is there an option to do this virtually?
 15. Where possible, can you share an experience where you already implemented all of these health and safety measures?
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Communications

16. Can you share your crisis response and communication plan?
 17. Is there online information about the hotel's practices that can be shared with guests and attendees?
 18. What information, and in what formats (e.g. digital, print, large print, braille), can the hotel provide regarding health and safety protocols that will be in place during the event?
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Technology

19. What is the technology infrastructure to support a hybrid meeting model?
 20. What are the digital capabilities (bandwidth, etc.) for hybrid events? Can we use some of your meeting rooms as studios?
 21. Is the audio-visual equipment built into the meeting room, or portable and installed for the event?
 22. What sanitization protocols are in place for cleaning high-touch AV including controllers between sessions and overnight?
 23. Are paperless flipcharts available?
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Sustainability and social impact

24. What measures will the hotel implement to reduce landfill waste due to increased use of single-use items?
25. What other CSR actions is the hotel/venue taking during these times, and how can the event participants be part of these?