

FLEMING'S



**CONFERENCES AND
SEMINARS**

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1. CONCEPT DESCRIPTION

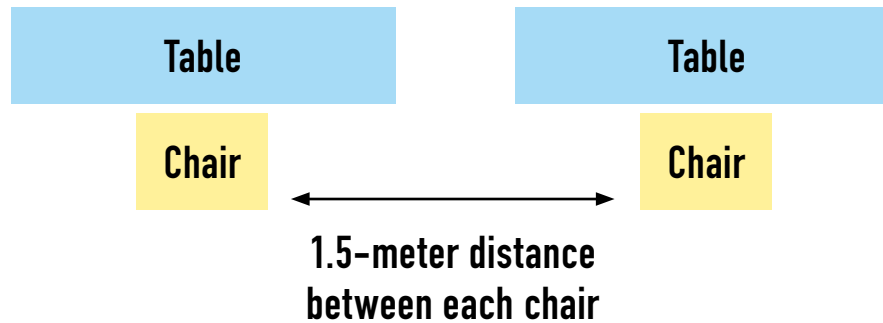
As part of the Covid crisis, the banquet and seminar concept are being adapted for our guests and employees to ensure a minimum-contact service with a low infection risk. Basis of a safe conference offer is to comply with personal hygiene and distance control measures.

2. SEATING VARIATIONS

In compliance with the 1.50 meters minimum distancing regulation the following seating arrangements can be realized:

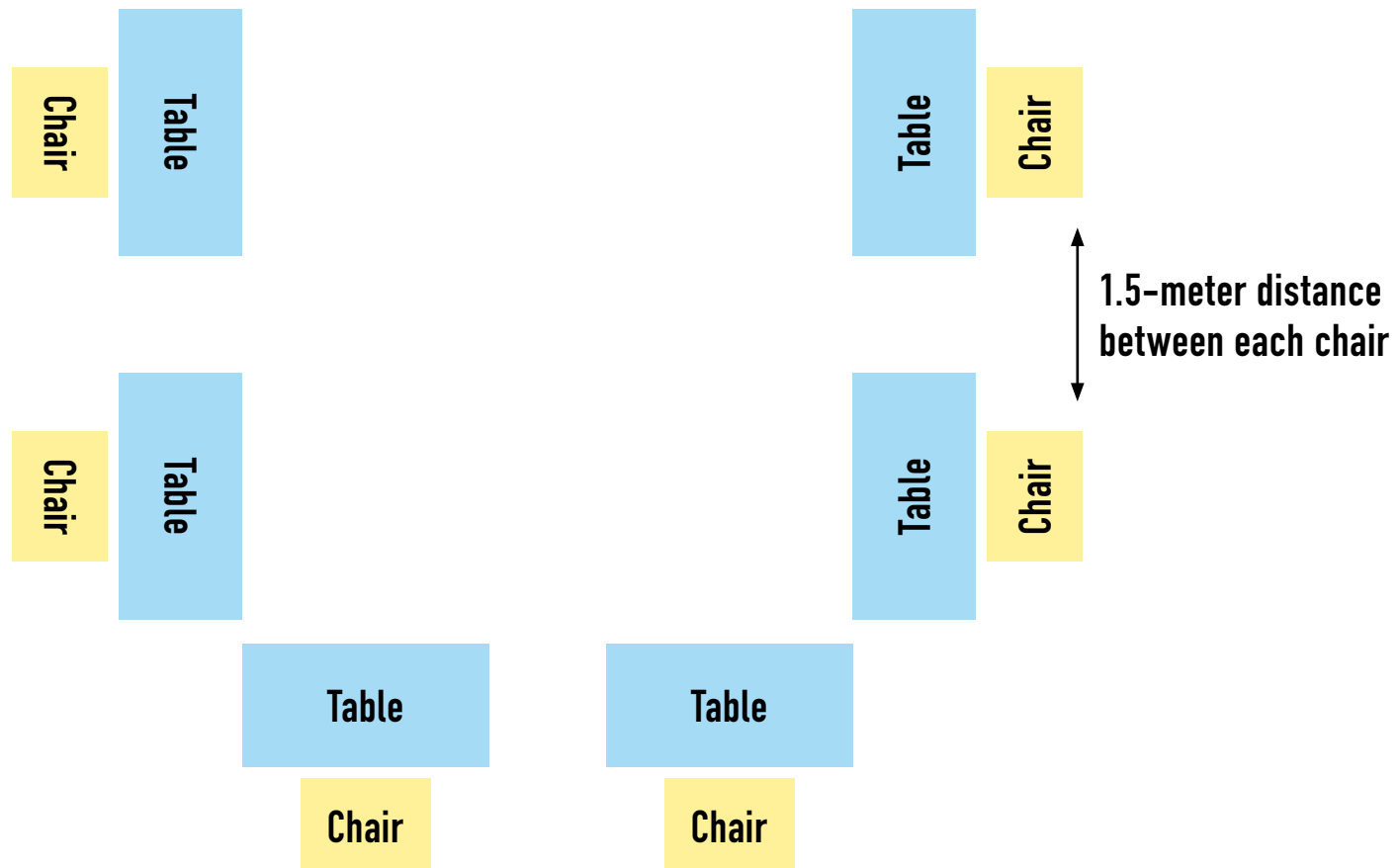
2.1 PARLIAMENTARY SEATING

- One person per table (1.60m length, 40 cm/80 cm width).
- Guest sits in the middle of the table, and there must be an aisle between tables at least one meter wide.
- There should also be a minimum distance one meter between rows.
- The distance between the individual chairs is always 1.50 meters.



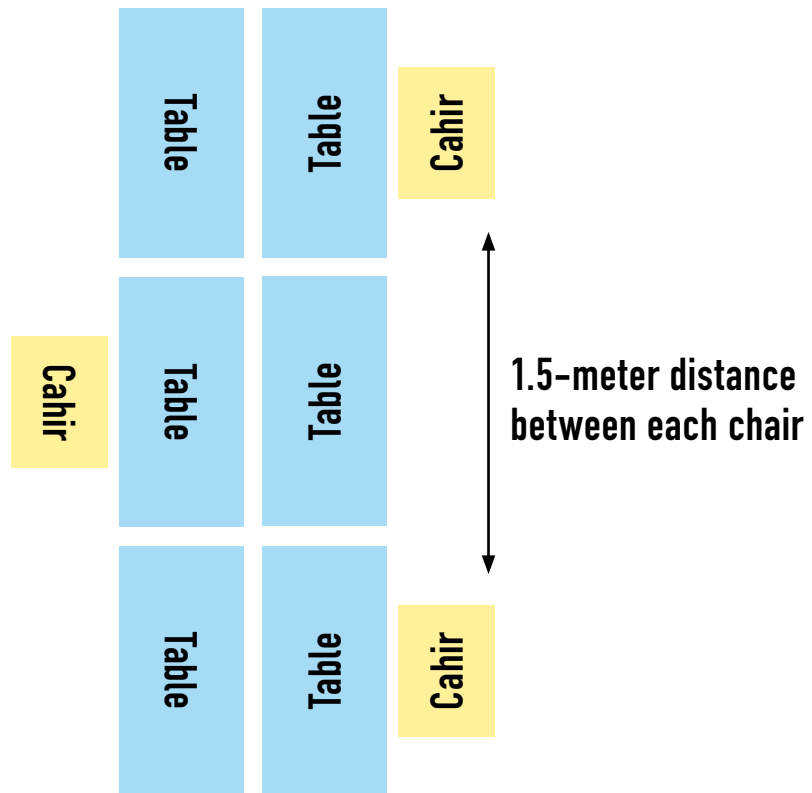
2.2 U-FORM

- Use as an alternative to the chair circle.
- 1 person per table (1.60m length, 80cm width).
- Guest sits in the middle of the table; here there must also be a minimum distance of 1.50 meters between people.



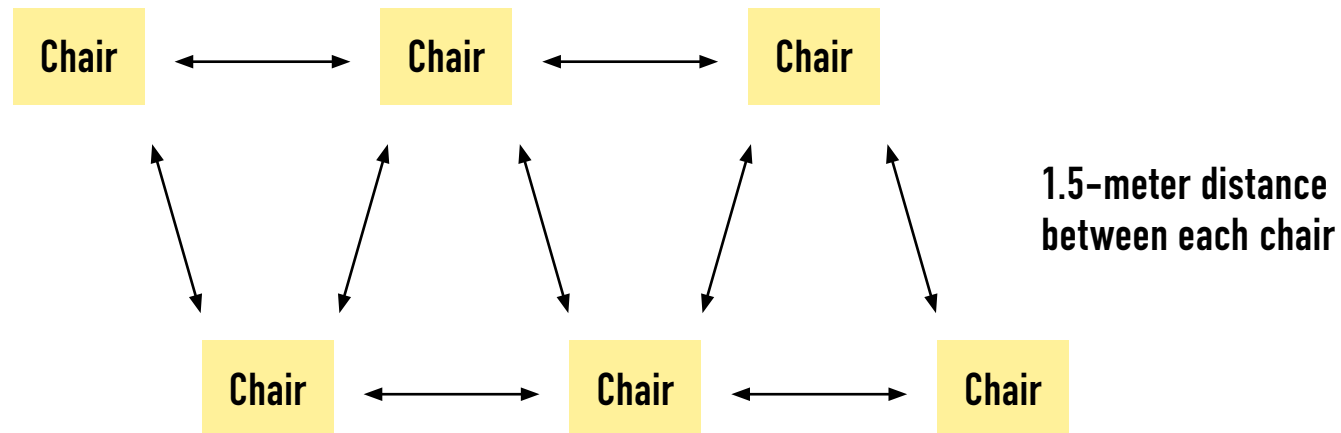
2.3 BLOCK

- Guests must sit with a minimum distance of 1.50 meters between each other.
- At least 1.50 meters distance between guests sitting opposite each other.
- With a table width of 0.80 meters, two tables are placed next to each other.



2.4 THEATRE SEATING

- When seating the theater, make sure that there is a minimum distance of 1.50 meters between chairs.
- In the subsequent rows, it is also important to ensure that a minimum distance of 1.50 meters is maintained and that the chairs are staggered.



2.5 MORE SEATING VARIATIONS

All other types of seating, such as a circle of chairs or cabaret, cannot be optimally implemented with the current Covid 19 regulations (safety distance, group formation, etc.). If these seating options are still desired by the customer, the safety distance of 1.50 meters must also be observed.

3. PREPARING A CONFERENCE ROOM

- After arranging the room (according to the organizer) a superficial disinfection of the tables and an additional room cleaning with a steam cleaner (all points of contact of the guest; door handles, controls, etc.) are performed. Trash cans are rinsed off and disinfected; disinfected pens are set next to each other on the buffet tables.



- Glasses come freshly washed out of the machine and turned upside down on a coaster using gloves. Selters 0.7-liter water bottles and a bottle of fruit juice (screw cap) per guest are wiped down with a disinfectant cloth and covered in every single place setting.



- Telephones, light switches and door handles are left disinfected when you leave the room and the room is finally closed with a seal, so that the guest sees that the room has been completely disinfected and was not entered afterwards.

4. MEETING ROOM FURNISHINGS

- No more pinboards in the room, just a flipchart with five sheets and four different colored pencils that have to be repeatedly disinfected after each use.



- Additional sale: Hygiene island in the room with gloves, face masks, hand and surface disinfectants.
- Moderator's case is no longer in the room. The required materials are requested from the speaker in the evening/morning and handed over to the speaker in a sealed bag.



- A telephone in the room is mandatory.
- The „Fleming’s feel-safe promise“ poster hung in the room is clearly visible to all participants.



FLEMING'S
STAY SAFE!
OUR FEEL SAFE PROMISE TO YOU.

 <p>STRICT CLEANING PLANS IN ALL AREAS incl. regular surface disinfection.</p>	<p>DIGITAL OR CONTACT-MINIMIZED CHECK-IN AND CHECK-OUT, digital room key for your smartphone frequently available.</p>	<p>100% TRAINED EMPLOYEES for highest safety and hygiene standards.</p>	
 <p>PROTECTION IN PUBLIC HOTEL AREAS with disinfection stations, space markers, Plexiglas separators and face masks for all employees.</p>	 <p>CASHLESS PAYMENT.</p>	<p>CERTIFIED SUPPLIERS and secured handling of goods.</p>	
<p>IN-ROOM DINING OR FOOD TO-GO.</p>	<p>INFRARED THERMOMETER and network of doctors for the possibility of COVID-19 testing.</p>	 <p>SHOP OFFERING FACE MASKS and hand sanitizers for guests.</p>	
 <p>MORE DETAILS ONLINE: flemings-hotels.com/about-us/covid19-update</p> 			

5. SERVICE PROCEDURE

- All conference guests must wear – except while consuming food or drinks during the conference – a face mask.
 - A mouthguard as well as disinfectant can optionally be purchased at the reception.
 - Greeting the speaker in advance, agreeing on coffee break and lunch times and giving notice on strict adherence to time management, as the group will be picked up for the coffee break. Exchange of Fleming's business card with mobile number so that the employee is available at all times if there are delays or if a participant is not feeling well.
 - Welcome of the conference by a member of the staff and brief explanation of the hygiene measures in the conference area and during the coffee break and lunch.
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- From every event a list of names with contact details of each guest will be given by the speaker – should a COVID-19 case become known verification of the guests in attendance can be provided (pursuant the data protection clause).
- The foyer/coffee break area will be equipped with signposts (barrier tapes with entrance and exit).
- Guests can take a maximum of two people in the elevator to the event room.
- Stickers are attached to the elevators indicating the maximum number of people and labeled accordingly.



– In front of the elevators, floor stickers with distance regulation are applied.



– Staircase handrails must be disinfected every hour and also optionally equipped with floor stickers illustrating which side you run up and where you run down. If two staircases are available, use one for the staircase and one for the exit to the seminar area.



- Guest toilets are equipped with disinfectants and only each second urinal is available in the men's toilet. Control and disinfection take place regularly during the event (toilets, taps, door handles and light switches; all potential points of contact of the guests). Here, too, the hygiene rules are visibly attached.



- Controlled entry and exit of people in the conference room by means of barrier tapes.
- Doors are open during breaks and then closed and disinfected by the employee.



- Glasses and bottles are exchanged during each break and tables are disinfected again superficially. Trash cans are emptied.
- The room is thoroughly ventilated by MA and closed again.
- After the event, the room and all materials will be completely disinfected and as with its preparation again locked with a seal.



**DIESES ZIMMER
WURDE HYGIENISCH
GEREINIGT.**

Hygienically cleaned and
sealed for your safety.

6. COFFEE BREAKS

- The conference group will be picked up from a service employee at an agreed time at the meeting room. Guests are required to wear face masks.
- Meeting room is ventilated and refreshed by an employee; used glasses and cups must be replaced and trashcan emptied. Tables are to be cleaned with a disinfectant cloth.
- Coffee break is set up individually for the group in the conference foyer (alternatively upsell a second break room).
- Coffee break buffet is provided by a service employee or cook. Sealed meals are offered on a table.
- Coffee and tea are prepared by the staff and handed over to the guest.
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- **Another coffee machine is available for self-service to avoid traffic jams; the control panel is covered with a film and disinfected after each group.**
- **Standing tables are at least two meters apart, a maximum of two guests allowed per standing table. Guests must also be 1.50 meters apart from one another.**
- **Tables are only serviced by the service personnel after the break cleared and all tables are immediately disinfected.**
- **Preparation for the next groups in case further events take place.**
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6.1 STRUCTURE OF COFFEE BREAKS

- Specified, standardized coffee breaks per weekday in the morning and afternoon.
- Under framework agreements with fixed dining elements, care must be taken to ensure that packaging/covering is corona-proof.

7. LUNCH

- The conference group will be picked up in the conference room by a service employee at the agreed time. Guests are required to wear a face mask.
- Guests are brought to the restaurant via the stairwell and elevators (if necessary) and placed by the employee at the designated tables.
- Safe distances between the tables are taken into account.
- Drinks are set on the tables with bottle openers (only small bottles), one bottle of mineral water and one bottle of apple juice per guest, and glasses turned over.
- Lunch is only served as a 2-course menu (main course and dessert) by the employee, taking into account their own hygiene and distancing rules.

8. CONFERENCE EQUIPMENT

- For hygienic reasons, metaplan walls are not offered.
- Remote controls for screens and projectors are prepared in a protective cover (analog TV room remote control).
- Clickshare elements are disinfected beforehand.
- Extension cables and adapters will be requested from the speaker before the event.
- Markers for flipcharts are disinfected beforehand.
- Other elements of the moderator's case are also requested from the speaker before the event.
- Service providers of meeting equipment have offers for professional video conferences.

9. ADDITIONAL SERVICES

- Hygiene station in the room with gloves, face mask, hands and surface disinfection.
- Exclusive break room right next to the event room with complete catering for both coffee breaks and lunch, taking into account the hygiene and safety concept.