

Kroc Greenville Event FAQ

We are excited to welcome you back! If you or your company postponed or canceled events with us or another venue, please contact us now to start designing your next event. While we are reopening, we are reopening on a limited basis and with new social distancing and health guidelines. Please contact our event planners and coordinators to book your event and learn more about how Kroc Greenville events will look going forward.

Safety is at the forefront of everything we do and is our highest priority. We continue to assess the latest news, remain vigilant, adjust plans as necessary and take proactive steps to follow all recommendations from local, state and federal officials. Additionally, our facility has undergone a deep, thorough cleaning, and hand sanitizing stations have been added throughout Kroc Greenville. We are instating new event policies and procedures to serve you better. For example, we will have flexible guest counts, modified food service and revised seating arrangement options.

Life will certainly not go back to normal with the flip of a switch. It will require patience, diligent adherence to new safety guidelines and a new level of consideration and compassion within our community. We look forward to the opportunity to serve you again! Please read the following FAQ for more information about our events going forward:

- **Is the Kroc Center Open for Events?**

- Yes! There are currently no restrictions in place that prevent us from operating. We are, of course, limiting our occupancy so we can provide safe social distancing. Currently, our occupancy is 220 individuals for a conference. Going forward, we will operate at 50% capacity (the current guideline for restaurants) which will allow us to host 110 individuals.

- **How many guests can I have at my event?**

- For now, maximum capacity is 110 guests. We expect our capacity to increase as the year progresses. We ask that our event clients create a seating chart and group guests into households or into groups of people who stay in close, regular contact.

- **What kind of safety precautions are you taking?**

- We have instituted several new policies to ensure the safety of all our guests:

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- You'll see some health screening questions at the front doors. By entering the facility, you are agreeing that none of these health concerns apply to you. Please stay home if you are sick.
 - Anyone entering the building will have their temperature taken via a no-touch thermometer. If your temperature is at or over 100.4, we cannot allow access to the facility per SC guidelines.
 - All Kroc Staff will wear masks in the building
 - All staff and vendors will wear PPE including masks and gloves. We aren't requiring event guests to wear masks, but wearing masks is certainly encouraged.
 - All tables and seating areas will be spaced 6'-8' apart.
 - All food service tables will have boxed meals and line markers indicating 6' for social distancing.
 - Microphones, materials, pens, and other items guests may touch will be disinfected between uses.
 - Our venue staff will be disinfecting our space thoroughly before, during, and after each event.
 - Hand sanitizing stations will be placed strategically throughout the venue and readily accessible to all vendors, staff, and guests.
 - We will place signage throughout the space reminding guests to maintain social distancing, wash their hands, and go home if they are ill.
- **Some of my guests won't be able to attend. Will you offer livestreaming?**
 - Yes! All conferences and meetings can be livestreamed as a complimentary service.
 - **What kind of timeline do you have for relieving some of these restrictions?**
 - Currently, we do not have an exact date for when we will be able to relax some of our safety measures. We believe it may be around mid-summer at the earliest. We recommend anyone planning an event with 250+ guests through July 31, 2020, begin planning on reducing the guest count.