



The University of Texas at Austin  
**AT&T Hotel and Conference Center**

**Health and Safety Plan**

The AT&T Hotel and Conference Center is committed to keeping our guests and team healthy and safe. In collaboration with UT healthcare experts and with information from industry guidelines, we have established protocols for associates and guests. See the following pages for full details.



*\*Subject to change. Last updated January 6, 2021*



**Overall**

- Face coverings required throughout property except while in guest room
- Hand sanitation stations throughout
- Increased sanitizing of high touchpoints
- Health and safety signage property-wide
- Electrostatic sprayers and EPA-registered disinfectants used throughout the property



**Food & Beverage**

- The Carillon is open for dining
- One Twenty 5 is open with limited hours
- Gabriel's, Moontower Café, and in-room dining are temporarily closed
- Tables and chairs rearranged for physical distancing
- QR code menu available



**Reservations**

- For reservations booked directly with the hotel, reservation can be changed or cancelled without a fee up to 24 hours before scheduled arrival date



**Meetings & Events**

- Face coverings required in all public spaces and meeting rooms
- All food and beverage to be consumed while seated in restaurant or dedicated meeting room
- Six-foot physical distancing required
- Electrostatic sprayers and EPA-registered disinfectants used throughout the property



**Arrival**

- Self-parking in Conference Center Garage
- No valet parking
- No luggage storage



**Guest Rooms**

- Each room sanitized before arrival
- Complimentary toiletries provided in sealed bag
- Housekeeping service provided upon request for longer lengths of stay



**Check-In & Check-Out**

- Touchless experience at the front desk
- Sanitized guest room keys
- COVID-19 protocols reviewed at check-in



**Associates**

- Temperature checks upon entry
- COVID-19 training for all associates working
- Face coverings required



**Public Spaces**

- Increased cleaning and sanitizing
- Limited occupancies for pool, pool area, and fitness center



## Health and Safety Plan: In-Depth



### Overall

---

- Face coverings are required for guests and associates in all public spaces and meeting rooms.
- Physical distancing of six feet is strongly advised.
- Hand sanitation stations are available throughout the building.
- Housekeeping team has increased cleaning and sanitizing frequency.
- If any guest experiences COVID-19 symptoms, they are asked to remain in their room and contact our front desk at 512-404-1900.



### Reservations

---

- For reservations booked directly with the hotel, reservations can be changed or cancelled without a fee up to 24 hours before scheduled arrival date. There will be exceptions for special events.
- An email and phone number must be provided for contactless communication before, during, and after your stay.



### Arrival

---

- Entrance
  - Face coverings are required for guests and associates in all public and meeting space with the exception of the restaurant while dining.
  - Hand sanitizer stations are available throughout the building.
- Parking
  - Self-parking is available in our Conference Center Garage.
- Valet
  - Valet is not available at this time.



## Check-In & Check-Out

---

- Front Desk
  - Acrylic panel at the front desk provides a barrier between the guest and the front desk associate.
  - Guest touchpoints and surfaces are sanitized on a regular basis.
  - Front desk associates wear face coverings and maintain physical distance from each other.
  - Keys are sanitized.
  - Hand sanitizer is available at the front desk.
  - Ground signage assists with physical distancing.
  - Luggage storage is not available at this time.
- Check-In
  - Sanitized key packets are placed on the counter for guests to pick up.
  - Credit card readers provide opportunity for contactless payment.
- Check-Out
  - Final balance folios are emailed.
  - Guests can check out by leaving keys in the guest room.



## Guest Rooms

---

- In-Room
  - Complimentary toiletries are provided in a sealed bag.
  - Pens, pads, books, magazines, and robes are removed from the room.
  - Extra linens and additional amenities are provided upon request, delivered in a sealed bag outside the room.
  - Safety protocols are available to view on our in-room iPad.
- Housekeeping
  - Cleaning and sanitizing are increased inside the room, especially for high touchpoints.
  - Electrostatic sprayers and EPA-registered disinfectants are used throughout the property.
  - Housekeeping service is not provided for stays less than three nights.
  - For stays over four nights, housekeeping service is available upon request.
  - Guests are required to leave the room while housekeeping or maintenance service is provided.





## Public Spaces

---

- Face coverings are required for guests and associates in all public spaces and meeting rooms.
- All food and beverage must be consumed while seated in the restaurant or dedicated meeting room.
- Lobbies
  - Hand sanitizer stations are located throughout the hotel.
  - Cleaning and sanitation are increased in high-touch areas.
  - Lobby seating is rearranged for physical distancing.
  - Signage communicates physical distancing protocols in public spaces.
  - Stairwells are recommended for access to other levels.
- Elevators
  - To promote physical distancing, maximum capacities are posted.
  - Signage communicates physical distancing protocols in public spaces.
- Restrooms
  - Cleaning and sanitation are increased.
  - Signage communicates maximum capacities.
- Spirit Gift Shop is open with limited hours.
- Outlets
  - Food and beverage will be available at The Carillon. See Food & Beverage section for more information.
- Business Center is available upon request.
- Courtyard
  - Chairs and tables are re-arranged for physical distancing. We ask they not be moved.
- Fitness Center
  - Fitness center has a maximum occupancy of three.
  - Certain equipment is out of order to promote physical distancing.
  - Guests should wipe down surfaces they have touched prior to leaving.
  - Cleaning and disinfecting frequency is increased by our team.
- Pool
  - Pool and pool area will be open with maximum occupancies (10 people) posted.
- Electrostatic sprayers and EPA-registered disinfectants are used throughout the property.





## Food & Beverage

---

- Face coverings are required for guests and associates in all public spaces and meeting rooms.
- All food and beverage must be consumed while seated in the restaurant or dedicated meeting room.
- Outlets
  - The Carillon is open for all dining needs. One Twenty 5 is open with limited hours. Gabriel's, Moontower Café, and in-room dining are temporarily closed.
  - Tables and chairs are reduced and rearranged for physical distancing.
  - Associates wear face coverings.
  - All food and beverage items are placed on the table or counter instead of being handed to a guest.
  - All self-serve condiments are removed from the table and available upon request.
  - Seating and tables are sanitized after each use.
  - Hand sanitizer stations are available for guests.
  - Menus, check presenters, and pens are sanitized after every use.
  - Signage listing protocols is displayed.
  - Acrylic panels provide a barrier between guests and associates at The Carillon reception desk.
- Catering
  - For event food and beverage protocols, please see the Meetings & Events section.





## Meetings & Events

---

- Face coverings are required for guests and associates in all public spaces and meeting rooms.
- All food and beverage must be consumed while seated in the restaurant or dedicated meeting room.
- Meeting and event planners are required to sign agreement to comply with all protocols.
- Planning
  - Meeting and event planners partner with conference services to establish physical distancing and safety protocols prior to their event. Room layouts, seating capacities, and event flow are provided for clarity.
  - Event set-ups facilitate six-foot distancing between tables.
  - Capacity is limited to 50% of the total occupancy: one person per six-foot table, four people per 60" round tables, five people per 72" round tables.
- Arrival
  - Meeting and event planners are asked to liaise with vendors and their conference services to coordinate deliveries.
  - Meeting attendees receive communication from their meeting or event planner about property procedures.
- Food and Beverage
  - All food and beverage offerings are individually packaged or covered.
  - Associates with gloves and face coverings serve offerings at food stations.
  - Items such as napkins and reusable cups or silverware will be strategically placed for no contact except by the user.
- Hand sanitizer is available throughout event spaces. Additional hand sanitizer can be purchased.
- Signage around the meeting and event space will serve as reminders of property protocols.
- Cleaning and sanitizing are increased.
- Electrostatic sprayers and EPA-registered disinfectants are used throughout the property.
- Meeting spaces will be cleaned and sanitized pre-arrival, during lunch, and end of day. Personal items must be removed during these times.



## Associates

---

- All associates complete a health assessment prior to working.
- Every associate completes a temperature check upon entry.
- Associates must wear a face covering at all times.
- COVID-19 training is mandatory for all associates working.
- Hand sanitizer stations are available throughout all workspaces and associate common areas.
- Physical distancing is observed in all associate common areas, including dining areas.
- COVID-19 protocols are posted throughout associate areas and reviewed daily.

