



## Guidelines for Showroom Events – Together Safely

Revised 1/15/21

IMC and World Market Center Las Vegas (WMCLV) are taking all necessary steps to ensure the safety of your attendees during the COVID-19 outbreak. We have incorporated guidelines from the Centers for Disease Control, The World Health Organization, The Food & Drug Administration and The State of Nevada to provide you with the appropriate information and practices to conduct your event.

Should you desire to hold an event in your showroom, please ensure your Tenant Relations Manager is informed in order to grant showroom access, as needed, or provide an after-hours request form.

Please note that the local government guidelines are extremely fluid and are subject to change at any time. If you have any questions related to the government guidelines that are currently in place, please feel free to reach out to the Event Operations team at [events@imcenters.com](mailto:events@imcenters.com).

### Capacity limitations

Effective November 24, 2020 and extended through the week of February 8, 2021, per the Governor's orders, capacity limitations for gatherings are set at fifty people (50) or no more than fifty percent (50%) of the fire-rated capacity of the space, ***whichever is less***. Specific to showrooms, operating under the Retail Guidelines, they can continue to operate "under strict social distancing requirements at no more than fifty percent (50%) occupancy based on the (applicable) code". This is the capacity limit as currently posted by IMC at each showroom entrance. This capacity amount includes any people who are working inside the showroom (ie: showroom personnel, any F&B attendants, cleaning attendants, security, etc.).

Guests may be required to sign in to validate that the capacity limitations are being adhered to. Guest attendance in excess of the allowed capacity will not be able to enter the showroom until the capacity allows them to. It is the showroom's responsibility to manage attendance within the posted occupancy and to ensure it is not exceeded.

### Temperature Screening & Face Coverings

What event attendees can expect upon arrival:

- Event attendees will be temperature screened as they enter the building. During normal business hours, IMC has a temperature screener in each lobby. Depending on your event volume, timing and schedule, the lobby temperature screener may be utilized for your event. However, if the volume, timing, or schedule of your event require additional screeners or longer shifts, charges will be incurred. Unless otherwise pre-approved by IMC Security, showrooms will not be allowed to self-perform the temperature screening for the attendees. For pre-approval, please contact the Director of Security, Kempen Olivier at [kolivier@imcenters.com](mailto:kolivier@imcenters.com). Current fees for temperature screeners are \$26/hour with a four (4) hour minimum. Current business hours are:

Building A / LVDC	9AM – 5PM
Building B	8AM – 5PM
Building C	9AM – 5PM

- Touchless temperature checks, either by thermometer or thermal imaging equipment, will be administered upon entrance to the building. Anyone registering a temperature above 100.4 F, after two (2) screening attempts, will be denied access to the buildings and may not attend the event. These individuals must leave the WMCLV campus.
- Personal Protective Equipment (PPE) must be properly worn by every person (including tenants, event attendees, vendors, IMC staff), at all times while in or about the campus. **Face coverings / masks must cover the nose and mouth of the wearer**, except when actively eating or drinking, provided physical distancing is observed. Masks may be reusable fabric variety or three-ply disposable masks. **Any guest not wearing a proper face covering will not be allowed into the building. It will be the showroom's responsibility to ensure this policy has been communicated to all guests prior to their arrival and that it is enforced throughout the event.**

## Cleaning & Sanitation

- Hand sanitizer stations are located throughout the buildings.
- Building common areas will be cleaned by IMC during normal business hours. Events taking place outside normal business hours will require additional cleaning services at the tenant's expense. Please contact Bella Brite at (702) 599-8197 for more information and pricing.
- Tenants are responsible for ensuring all showroom touch point areas are cleaned and disinfected immediately after the event. IMC's on-site housekeeping vendor, Belle Brite, is available for hire to perform showroom cleaning disinfecting. Please contact Bella Brite at (702) 599-8197 for more information and pricing.

## Social Distancing Line Queuing

- All areas that require queue lines will need to be marked for social distancing.
- Whenever possible, separate entrance and exit lanes into showrooms should be implemented to eliminate cross-traffic.
- It is the showroom's responsibility to ensure that its guests are complying with social distancing guidelines at all times.

## Food & Beverage

IMC's in-house caterer, Centerplate, has adopted protocols that address Food & Drug Administration and State and Local Health Department Guidelines to effectively and safely serve the public. It is highly recommended that showrooms use Centerplate, or one of its preferred vendors, for food and beverage needs. Centerplate can be reached directly by contacting Deanna Hrycak Banks at [deanna.hrycak@centerplate.com](mailto:deanna.hrycak@centerplate.com) or (702) 249-7009.

Centerplate's preferred vendors include:

Chick-fil-A	Ron Peterson	<a href="mailto:ron.peterson@cfafranchisee.com">ron.peterson@cfafranchisee.com</a>	
Wolfgang Puck	Melissa Maucere	<a href="mailto:melissa.maucere@wolfgangpuck.com">melissa.maucere@wolfgangpuck.com</a>	(702) 369-0558
FireFly Tapas	Ana Hernandez	<a href="mailto:ana@persimmonsmgmt.com">ana@persimmonsmgmt.com</a>	
Tacos & Beer	Ana Hernandez	<a href="mailto:ana@persimmonsmgmt.com">ana@persimmonsmgmt.com</a>	
Jason's Deli	Jonathan Jauregui	<a href="mailto:jonathan.jauregui@jasonsdeli.com">jonathan.jauregui@jasonsdeli.com</a>	(702) 967-9008

In the event a non-preferred vendor is used for food and beverage, the following protocols apply:

- Self-service food and beverage stations are prohibited (e.g. no buffets; no self-serve cheese or hors d'oeuvre platters; no self-serve coffee machines; no self-serve popcorn machines; etc.).
- All food & beverage must be pre-packaged, served individually in disposable containers, or packaged in a way which reduces touching from multiple people.
- Disposable single-use plates and cups must be used.

- All utensils must be plastic, disposable & individually wrapped.
- As much as practicable, all beverages must be individually packaged (e.g. bottled water, canned soda, plastic juice containers, etc).
- Attendees cannot use personal, re-fillable cups.
- A minimum of one (1) hand sanitizer pump or free-standing unit will need to be placed in all areas where there is food service.
- All surfaces must be disinfected frequently throughout the event.

Should your outside caterer need to enter through the dock, a dock delivery time must be scheduled, in advance, with Logistics. Logistics can be reached at (702) 599-3332 or via email at [WMCLVshipping@imcenters.com](mailto:WMCLVshipping@imcenters.com).

Please note that delivery drivers will be subject to the same temperature screening and PPE protocols required of all people entering the campus, thus additional scheduling time should be allocated. An IMC representative will be on-site to monitor outside catering orders to ensure they are compliant before they will be allowed to enter the building. Non-complaint food orders will be turned away and not permitted into the facility.

### **Bars and Alcohol Beverage Service**

Showrooms are required to follow safety protocols set forth by IMC and local government regulations, including required permitting, when administering bar service within their licensed space. Permits required by the City of Las Vegas relative to alcohol service must be obtained directly by the food and beverage company providing the alcohol. Questions related to the permit required for alcohol service can be directed to the City of Las Vegas, Department of Planning, Business Licensing Division – (702) 386-9108 or [license@lasvegasnevada.gov](mailto:license@lasvegasnevada.gov). For any other questions regarding bars and alcohol beverage service, please contact Event Operations at [events@imcenters.com](mailto:events@imcenters.com).

Showroom alcohol beverage service must adhere to the following:

- ***Self-Serve beverage stations are not permitted.***
- There should be one (1) designated bartender serving alcohol and liquor from behind a bar or service area with an adequate degree of separation between the bartender and guest.
- Physical barriers, such as clear plastic partitions must be used.
- Bartender(s) are required to wear a face mask at all times and should use gloves when practicable.
- Bartender(s) must wash or sanitize their hands after each transaction.
- Bartender(s) are to set the drink down in front of the guest to minimize contact.
- Bar fruit must be covered and not accessible to guests.
- Bar surfaces must be wiped down with a sanitizing solution each hour.
- Ideally, bar seating should be eliminated; however, if seating is required, it should be spaced to maintain social distancing.
- Hand sanitizer(s) must be available for guests to use, touchless sanitizers are preferred. Sanitizers should have a minimum sixty percent (60%) alcohol content for effectiveness.
- Cash tips are discouraged, but if accepted should be placed in a designated receptacle and not given directly to bartender.
- Bartenders must wash hands directly after handling cash.
- Drinks are to be served in single use, disposable glassware.
- Communal bar snacks are not allowed at this time.

## **Security**

Depending on the event hours and size, additional security may be required. The standard IMC after-hours security policies and procedures remain in effect. For reference, the after-hours policy is attached.

## **Tenant Relations Managers**

The contact information for our tenant relations team is:

<i>TRM Building A, Stacey Watkins</i>	<i>702-599-3087</i>	<a href="mailto:SWatkins@imcenters.com"><u>SWatkins@imcenters.com</u></a>
<i>TRM Building B, Renee LaFore</i>	<i>702-599-3099</i>	<a href="mailto:RLafore@imcenters.com"><u>RLafore@imcenters.com</u></a>
<i>TRM Building C, Floors 1-8, Gigi Borgna</i>	<i>702-599-3083</i>	<a href="mailto:GBorgna@imcenters.com"><u>GBorgna@imcenters.com</u></a>
<i>TRM Building C, Floors 9-16, Danielle Fayad</i>	<i>702-599-3352</i>	<a href="mailto:DFayad@imcenters.com"><u>DFayad@imcenters.com</u></a>

## **Staff**

IMC employees will be subject to all of the protocols listed above as they relate to screening, PPE (including gloves, where applicable), physical distancing, and hygiene.

## **Our Partners**

All vendors that we partner with for daily operations will be required to adhere to the same standards as IMC staff, but many may go even further with precautionary measures.

## **Compliance**

Showrooms are required to comply with IMC and local government regulations regarding operating in a COVID environment. Not only is failure to comply an event of default under your lease, in the event a showroom is found to be non-compliant by OSHA or any other government regulatory entity, the showroom will be fully responsible for any resulting consequences. These may include citations, fines, potential shutdown of the showroom by the relevant authority, or suspension of the tenant's Nevada business license.

It will not be possible to entirely eliminate the risk that a tenant, employee or visitor will come into contact with the Coronavirus – or with someone who is carrying it – despite the measures outlined above. We believe, however, that the proper and consistent implementation of these protocols will make IMC's campuses as safe as can reasonably be achieved, and far safer than many of the other public environments that our stakeholders will encounter beyond our walls.

For more information about IMC's COVID operating protocols, please visit [www.togethersafely.com](http://www.togethersafely.com).