



Tenant and Exhibitor Guidelines ***Effective August 27, 2021*** ***for High Point Market October 16-20, 2021***

IMC continues to monitor the COVID-19 situation and may make adjustments as needed to our guidelines and plans. We will notify tenants and exhibitors of any changes.

Updated

August 27, 2021



INTERNATIONAL
MARKET CENTERS

Catering & Food Service

In accordance with food service guidelines and protocols issued by the Centers for Disease Control (CDC), the National Restaurant Association's ServSafe COVID-19 program, the Food and Drug Administration, state and local governmental regulatory agencies, IMC has set forth the following Catering and Food & Beverage framework for inside campus Showrooms during High Point Market and Year-Round:

Please note these guidelines are subject to change based on local government updated food service policies. Any changes to what is outlined in this document will be communicated accordingly.

Service minimums:

- While attendant served buffets are highly recommended, showrooms will be allowed to offer self-service food and beverage stations provided the below protocols are met.
- All guests going through the buffet line wear a face mask as they go through the line, regardless of vaccination status.
- Serving utensils should be changed out hourly as this is a high touch surface.
- 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 (bottled water, canned soda, plastic juice containers, etc.).
- Elimination of 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.
- If serving food and beverage within a showroom, consumption areas should be included, and marked for easy recognition.
- All surfaces must be disinfected on an hourly basis.

Catering & Food Service

- A preferred caterer list for any food and beverage will be disseminated in the weeks leading up to Market. This provider list will include all vendor partners that have been certified by IMC's Food Service Provider, Centerplate as having the proper food preparation and handling measures in place and are aligned with IMC's guidelines.
- In the event that a **NON-Preferred outside caterer is used**:
 - Contact Dawn Sullivan dsullivan@imcenters.com | 404.220.2265 for service protocols
- ALL caterers must **schedule a dock delivery time in advance & will NOT be allowed to enter the building without a scheduled time**. To schedule a delivery time please contact the loading dock. Showrooms in IHFC, Wrenn, Green, Hamilton, Design, Commerce, Showplace can contact Edith at (336) 888-3765 to schedule a dock appointment. Showrooms in Furniture Plaza, Market Square/Suites at Market Square, Plaza Suite, Commerce & Design and National Furniture Mart can contact Felicia at (336) 821-1535 to schedule a dock appointment.
- Please note that delivery drivers will be subject to the same PPE protocols required of all people entering the campus, thus additional scheduling time should be allocated. A food service representative, in addition to a security officer, will be on the docks 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 at the dock.**

Catering & Food Service

Bars & Alcohol Service

Showrooms with built in bars are expected to follow safety protocols set forth by IMC and local government regulations when administering bar service within their licensed space. Specifically, bars must adhere to the following:

- Self-Serve beverage stations will be permitted provided the below protocols are met.
- If a dedicated bartender will be used, they should serve the 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, are encouraged to be used where practicable.
- Bartender(s) are required to **wear a face mask at all times**, regardless if the individual has been vaccinated or has natural immunity from COVID.
- Bartender(s) must wash or sanitize their hands after each transaction and directly after handling cash.
- Bartender(s) are to set the drink down in front of the guest to minimize contact.
- Bar surfaces must be wiped down with a sanitizing solution each hour.
- Bar seating should be spaced to implement social distancing.
- Hand sanitizer(s) must be available for guests to use, touchless ones 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.
- Drinks are to be served in single use disposable glassware.
- If communal bar snacks will be offered, any serving utensils will need to be changed out on an hourly basis as this is considered a high-touch surface.

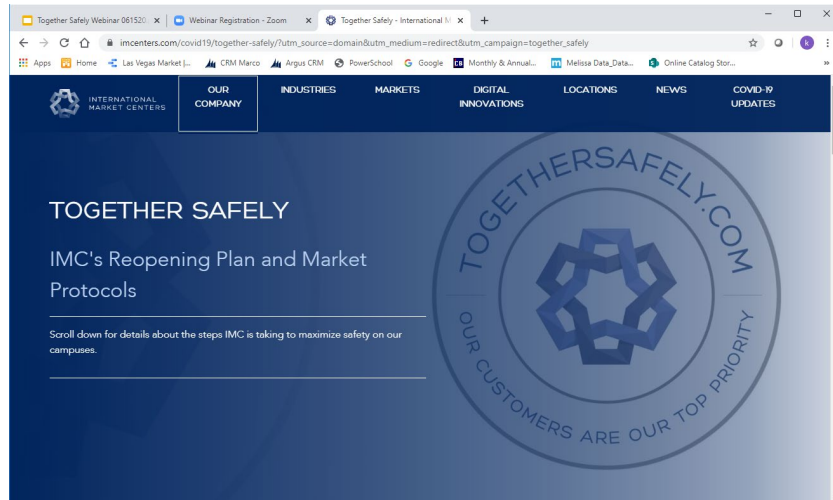
Catering & Food Service

Self-Service F&B (non-alcoholic)

Similar to the Bar & Alcohol Service requirements, showrooms with self-supporting yogurt stations; espresso machines; popcorn machines; Keurig's; etc. must adhere to the following:

- Self-Serve stations will be permitted provided the below protocols are met.
- All food items are to be served in single use disposable containers, with single use prewrapped utensils when needed.
- Physical barriers, such as clear plastic partitions, are encouraged to be used where practicable.
- Attendant(s) are required to wear a face mask at all times, regardless if the individual has been vaccinated or has natural immunity from COVID.
- Attendant(s) must wash or sanitize their hands on a regular basis.
- When possible, attendant(s) are to set the item down in front of the guest, preferably on a tray, to minimize contact.
- All surfaces where food items are located must be wiped down with a sanitizing solution each hour.
- Ideally if seating will be used, it should be spaced to implement social distancing.
- Hand sanitizer(s) must be available for guests to use, touchless ones 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 the attendant(s).
- Attendant(s) must wash hands directly after handling cash.
- If communal bar snacks will be offered, any serving utensils will need to be changed out on an hourly basis as this is considered a high-touch surface.

Questions and Communications



Staying Up To Date on Safety Procedures

- **Email** – Read weekly emails from IMC and High Point Market for important updates and opportunities
- **Website** – [Togethersafely.com](https://togethersafely.com) houses current processes, videos and assets
- **Contact** togethersafely@imcenters.com to ensure your questions or concerns are filtered to the appropriate IMC team member.

General questions or concerns?

Reach out to your tenant relations manager:

IHFC/Main

IHFC Floors 1, 5-12

Deadra Weston
(336) 888-3740 O
(336) 442-2242 C

IHFC Design Floors 2-4

Jennifer Rudisill
(336) 888-3780 O
(336) 688-5820 C

InterHall

Joel Weston
(336) 822-0431 O
(336) 884-2467 C

Market Square Tower

Patti Preston
(336) 821-1544 O
(336) 259-8006 C

Suites at Market Square

Joel Weston
(336) 822-0431 O
(336) 884-2467 C

Showplace, Hamilton

Nonnie Kreilick
(336) 822-0421 O
(336) 803-2488 C

National Furniture Mart, Plaza Suites, Furniture Plaza

Patti Preston
(336) 821-1544 O
(336) 259-8006 C

C&D

Jennifer Rudisill
(336) 888-3780 O
(336) 688-5820 C

**Latest
Updates**

[TogetherSafely.com](https://togethersafely.com)
togethersafely@imcenters.com



Additional Resources

[Guilford County, North Carolina County News](#)

[City of High Point COVID-19 Information](#)

[High Point CVB COVID-19 Information](#)

[Official State of North Carolina COVID-19 Information](#)

[Centers for Disease Control \(CDC\)](#)

[World Health Organization \(WHO\)](#)

[TogetherSafely.com](#)





THANK YOU

[TogetherSafely.com](https://togethersafely.com)

togethersafely@imcenters.com