



# COVID-19 Guidelines

for the Meetings, Conventions & Incentives Industry in Honolulu

SUPPORTED BY:



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# I

## Guidelines and Best Practices

The COVID-19 Guidelines for the Meetings, Conventions & Incentives Industry (MCI) is to follow and comply with the Office of the Mayor's City/Council County of Honolulu's Emergency Order and intended to support the State of Hawai'i Pandemic Action Plan's three pillars:

1. Protecting Public Health.
2. Reviving Hawai'i's Economy.
3. Strengthening our Community.

The Honolulu MCI Industry will work with the City & County of Honolulu to implement these MCI Industry Guidelines, making necessary adjustments to meet the needs and circumstances of the Honolulu community. These guidelines and best practices remain fluid.

These MCI Guidelines foster healthy behaviors to reduce the spread of COVID-19, using the Center of Disease Control and Prevention (CDC) COVID-19 five principles for events and gatherings to:

1. Educate staff and attendees to stay home when appropriate.
2. Require frequent hand hygiene and respiratory etiquette.
3. Require the use of masks.
4. Ensure Honolulu's MCI suppliers have approved CDC adequate supplies to clean hands, surfaces, equipment, venues and cover coughs and sneezes.
5. Post signs and messages in highly visible locations to share health and safety information.

These guidelines reinforce the maintenance of healthy MCI Event Environments to:

- Clean and disinfect frequently touched surfaces within venues.
- Limit restroom capacity to allow for social distancing.
- Ensure ventilation systems operate properly and increase circulation of outdoor air as much as possible.
- Minimize risk associated with water by ensuring all water systems are safe to use.
- Limited attendance or seating capacity to allow for social distancing via modified layouts.
- Provide physical barriers and guides to remain six feet apart.
- Stagger use of shared indoor spaces.
- Discourage the use of shared items/objects.
- Create an action plan for when someone gets sick.

## 1. COVID-19 Guidelines for the Meetings, Conventions & Incentives Industry in Honolulu

Hawai'i Tourism is a vital part of the Honolulu economy and MCI events contribute to that vitality.

These COVID-19 Guidelines are the key to restart Honolulu's MCI's industry and are prepared for all who are planning meeting, convention, and incentive events in Honolulu as:

- COVID-19 has curtailed MCI activity in Honolulu.
- Meetings, Conventions & Incentives has broad based spending impact.
- Imperative to address MCI Events as they are manageable to facilitate.
- The MCI industry is providing this document as a guideline so that MCI Events can take place with the least possible risks. This document is fluid.

The Honolulu Meetings, Conventions & Incentives industry will comply and adhere to the Office of the Mayor City/County of Honolulu Emergency Order Third Amended and Restated Order/Tier 3 regarding Order 3 Gatherings and Order 9 Restrictions on shared indoor spaces, and support the State of Hawai'i's Pandemic Action Plan's three pillars.

## 2. Order 3: Gatherings

The limit on social gatherings does not apply to gathering events/activities that are permitted under Section II. Example: Section II DEFINITIONS AND EXEMPTIONS page 14, item 28, Film and television production. All local, national and international film production, television production, streaming production and similar production may operate in the City based on the guidelines and recommendations for production cast and crew members available at: [https://www.honolulu.gov/rep/site/oed/oed\\_docs/Guideline\\_FilmOffice\\_COVID\\_060320.pdf](https://www.honolulu.gov/rep/site/oed/oed_docs/Guideline_FilmOffice_COVID_060320.pdf)

## 3. Order 9: Restrictions on Shared Indoor Spaces (lunch rooms, break rooms, conference rooms, etc.)

There is a heightened risk of spreading COVID-19 in shared indoor spaces such as lunch rooms, break rooms and conference rooms located in public and private businesses and operations (including Essential Businesses and Designated Businesses and Operations). Therefore, generally, such shared indoor spaces should be closed and operators of facilities with such spaces should, to the extent practicable, provide and encourage workers and visitors to use alternative and suitable outdoor spaces while adhering to face coverings and physical distancing protocols contained in this Order.

## 4. Ability to Operate and Self-Regulate

All local, national and international meetings, conventions and incentives events may operate in the City based on the guidelines and recommendations. MCI Events can be self-regulated due to the following attributes:

- MCI Events are managed under the guidance of professional meeting planners.
- MCI Event attendees follow rules and regulate activities (accommodations, venues and activities) and are held accountable to follow local mandates.
- MCI Events attendees can easily be educated regarding Pre-Arrival, On-site and in case of emergency situations.

## 5. The Planning of Professional Meeting, Convention & Incentive Events

Although a percentage of meeting planners, as of September 2020, did not intend to resume face-to-face professional events until at least the second quarter of 2021, it must be understood that meeting planners – unlike leisure travel – plan for professional events months (and sometimes) years in advance of the actual event. The planning of professional events takes careful vetting and contracting of accommodations, ground movements, events (i.e., meetings, assembly, etc.), workforce, services, venue spaces, etc. Depending on the size of the group or the complexity of the business events, the planning and booking process occurs over an extended period. As an example, working on a city-wide group for 2024, may take 2-3 years of planning and preparation. So, the destination's strategy and plans for future business starts immediately.

In the current environment, 36% of Hawai'i bookers are evaluating whether an event previously slated for Hawai'i will be rebooked or rescheduled.

## 6. General Information, Self-Regulatory Guidelines

### Establishment of Meetings, Conventions & Incentives Industry Set Safety Procedures

The Meetings, Conventions and Incentives Industry in Honolulu will provide on-site safety procedures and hygiene rules to meet or exceed guidelines set in regard to hand hygiene, frequent disinfection of high touch areas, easy access to hand washing stations, wearing of CDC approved face coverings and maintain physical distancing by establishing appropriate event space requirements to have groups meet (adjusted % of occupancy per meeting room).

The Meetings, Conventions & Incentives industry will:

- Provide reference links advising MCI employees/attendees of the CDC, State, County and Federal guidelines (CDC, Hawai'i COVID-19 and One O'ahu) list of symptoms and what needs to be done if they experience the “6” key COVID-19 symptoms.
- Retain an on-site registry of meetings, conventions & incentives events for contact tracing with an Event Profile manifest including: Event Name, Key Contact, Event Date Pattern, Attendee List Activity.
- Comply with required Physical Distancing per the City & County of Honolulu physical distancing guidelines: Mayors Proclamations Orders and Rules
- Enforce Symptom Awareness to employees and MCI attendees, including immediately isolating individuals with COVID-19 symptoms or positive COVID-19 tests and then following Hawai'i Health “What to do” instructions: <https://hawaiicovid19.com/symptoms/>
- Recommend COVID-19 health questionnaire and testing. CDC recommends either a molecular or antigen test. Consider daily temperature checks, symptomology questionnaire and person(s) to oversee safe and healthy protocols.



## II

# Best *Management Practices* and Recommendations

## 1. Physical Distancing in Social, Meetings Indoor and Common Areas

The Honolulu Meetings, Conventions and Incentives providers will comply and enforce the following outlined in Order 9:

- Strictly limit capacity in each shared space, such that physical distancing of at least six feet is always maintained.
- Ensure that there is no congregating and that individuals maintain six feet of physical distance from one another in the shared indoor spaces.
- Ensure that face coverings are always worn in the shared indoor spaces, except in designated spaces where eating and drinking are allowed, face coverings may be removed only while actively eating or drinking.
- Ensure routine cleaning and disinfection of the shared indoor spaces (with special attention to high-touch surfaces) consistent with CDC guidelines.
- Improve circulation of fresh air by opening windows/doors, improving ventilation systems, etc., to the extent possible and feasible.

## 2. Event Containment and Security

### Access / Flow/ Safe Zone General Public

- Strictly limit capacity in each shared space, such that physical distancing of at least six feet is always maintained.
- Ensure that there is no congregating and that individuals maintain six feet of physical distance from one another in the shared indoor spaces.
- Ensure that face coverings are always worn in the shared indoor spaces, except that in designated spaces where eating and drinking are allowed, face coverings may be removed only while actively eating or drinking.
- Availability of hand sanitizers.
- COVID-19 signage and/or floor markings for social distancing.
- Ensure routine cleaning and disinfection of the shared indoor spaces (with special attention to high-touch surfaces) consistent with CDC guidelines.
- Follow CDC considerations for elevators and escalators: <https://www.cdc.gov/coronavirus/2019-ncov/community/office-buildings.html>

### Event Security

- Use a contactless method for exchanging or verifying identification, and for accepting payments at the event.
- Provide access to hand-washing stations with soap and water or hand sanitizer containing at least 60% alcohol if soap and water are unavailable.

- Require attendees to have temperature checks, use hand sanitizer or wash hands upon entry and exit of venue, exit of bathrooms, after disposing of waste, and after consuming food.
- Provide instructions on proper handwashing at handwashing stations (at least 20 seconds in accordance with CDC/WHO guidance).
- Remind MCI attendees not to touch their eyes, nose or mouth.
- MCI individual wear approved face masks.
- Per physical distancing guidelines, event-goers should stay at least six feet from one another, even if they are wearing face coverings.
- Provide culturally appropriate messages and materials to prohibit certain actions like handshakes or high-fives that are common at many events, but could facilitate the spread of COVID-19.
- To the extent possible, screen MCI attendees for COVID-19 symptoms. Require individuals with visible COVID-19 symptoms, such as a cough, to leave the event immediately, review reporting requirements, and reassess risk of continuing the event.
- If serving food, consider pre-packaged, single-serve options. Follow World Health Organization and/or the U.S. Food & Drug Administration (depending on event's location) recommendations for COVID-19 food safety. Consider pre-packaged and pre-distributed options.
- If MCI attendees display symptoms, separate the MCI attendee from others until they can go home, contact local health officials, communicate potential exposure to staff and MCI attendees and clean and disinfect the event space.
- Designate and denote a location to isolate event-goers and/or staff who demonstrate signs or symptoms of COVID-19 — and staff member(s) who will respond to ill attendee concerns.

### 3. Event Organization

#### Event Arrival

- Recommend contact tracing of event attendees.
- Hand sanitizer available.
- All attendees wear face masks.
- Recommend temperature checks.
- COVID-19 signage and/or floor markings for social distancing.

#### Event Registration

- Hand sanitizer available.
- Registration staff will wear face masks and have plexiglass barriers, when possible.
- Suggest contactless check in with QR codes.
- COVID-19 signage and/or floor markings for social distancing.
- Sanitized supply bags, sanitized daily.
- Credit Card machines wiped down after each transaction.
- Pens sanitized after each use.
- Suggest material be distributed digitally.

### Event Transportation

- Observe 50% vehicle capacities statewide, with the seat behind the driver kept empty to maximize social distancing.
  - a) Motorcoach (56 total seats/ 26 seats COVID capacity).
  - b) Mini-Bus (25 total seats/ 11 seats COVID capacity).
  - c) Van (14 total seats/ 6 seats COVID capacity).
  - d) SUV (6 total seats/ 4 seats COVID capacity).
  - e) Sedan (4 total seats/ 2 seats COVID capacity).
- Responsibility for passenger transportation:
  - a) Drivers and guests must wear masks.
  - b) Provide hand sanitizers on vehicles.
  - c) Ability to contact trace customers through passenger information.
  - d) Social distancing using CDC guidelines of six feet while waiting for vehicle
  - e) Recommend temperature checks prior to boarding and follow CDC protocol if event attendee(s) have confirmed case COVID-19 <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/event-planners-and-attendees-faq.html>
  - f) Review high touch areas to implement contactless processes (no onboard materials, no beverages/snacks distributed, no printed information).
  - g) Cleaning /Disinfection/Sanitization throughout the day and evening with CDC approved cleaning products.

### Event Floor Plan following CDC Guidelines

- Apply appropriate CDC physical distancing guidelines for Event Floor Plan set-ups.

### Event Food & Beverage Requirements (Breaks, Receptions, Breakfast, Lunch, Dinner)

- Recommend Back-of-House staff do the following health and safety measures: kitchen cleaning, surface disinfection, physical distancing, PPE compliance and handwashing.
- Recommend Front-of-House staff have temperature checks, wash hands, disinfect high touch surfaces, line spacing (6 feet), modify food service sets (Buffets, Chef Table) for safety measures, glove hand service, use of hand wipes at meal stations.
- Food & Beverage Operations will follow appropriate safety measures.

### Event Organization Event Readiness & Planning Tool

- Recommend CDC Event Readiness & Planning Tool as checklist to support the MCI Industry COVID-19 guidelines and recommendations. <https://www.cdc.gov/coronavirus/2019-ncov/downloads/community/COVID19-events-gatherings-readiness-and-planning-tool.pdf>

#### 4. Protective Measures Staff and MCI Attendees

- Enforce Face Mask policy.
- Ensure the use of PPE by staff and MCI attendees.
- Recommend the proper disposal of used PPE, per CDC guidelines.

#### 5. Cleaning and Disinfection

- Provide cleaning and disinfection guidelines.
- Assign designated person(s) to ensure implementation of cleaning and disinfection guidelines for compliance and enforcement.
- Provide frequent cleaning in all related MCI Event Areas.
- Use approved cleaning agents.
- Implement cleaning /trash removal policies.



# III

## Best *Management Practices* By Event Category

## 1. MCI Group Transportation

Observe 50% vehicle capacities statewide, with the seat behind the driver kept empty to maximize social distancing.

- Motorcoach (56 total seats/ 26 seats COVID capacity).
- Mini-Bus (25 total seats/ 11 seats COVID capacity).
- Van (14 total seats/ 6 seats COVID capacity).
- SUV (6 total seats/ 4 seats COVID capacity).
- Sedan (4 total seats/ 2 seats COVID capacity).
- Responsibility for passenger transportation:
  - a) Drivers and guests must wear masks.
  - b) Provide hand sanitizers on vehicles.
  - c) Ability to contact trace customers through passenger information.
  - d) Social distancing using CDC guidelines of six feet while waiting for vehicle.
  - e) Recommend temperature checks prior to boarding and follow CDC protocol if event attendee(s) have confirmed case COVID-19 <https://www.cdc.gov/coronavirus/2019-ncov/community/large-events/event-planners-and-attendees-faq.html>
  - f) Review high touch areas to implement contactless processes (no onboard materials, no beverages/snacks distributed, no printed information).
  - g) Cleaning /Disinfection/Sanitization throughout the day and evening with CDC approved cleaning products.

## 2. City & County of Honolulu Hotels

### Hawai'i Tourism Authority (HTA)

The Hawai'i Tourism Authority has collected COVID-19 Health and Safety Plans from Honolulu hotel operators in the City & County of Honolulu, as required by Governor David Ige's [Sixteenth Proclamation](#) related to the COVID-19 Emergency. The proclamation directs each property to create a COVID-19 Health and Safety Plan to identify measures enacted as to what guests, customers, invitees, employees, contractors, vendors, and other persons who enter the property's premise may expect in terms of service, accommodations and required safety protocols. Each Health and Safety Plan addresses applicable CDC guidance. There are 70 Honolulu hotels posted on the HTA website. <https://www.hawaiitourismauthority.org/covid-19-updates/hotel-covid-19-health-and-safety-plans/>

### Hawai'i Lodging & Tourism Association

Prior to resuming business operations, hotels will follow installed policies:

- Establishment of clear, non-punitive employee health guidance.
- Establishment of social distancing standards.

- Establishment of food & beverage policies.
- Establishment and display of clear, comprehensive cleaning practices of all common areas, staff areas and guest rooms. [http://www.hawaiilodging.org/uploads/6/7/8/9/67899215/covid-19\\_health\\_safety\\_\\_security\\_standards\\_3\\_.pdf](http://www.hawaiilodging.org/uploads/6/7/8/9/67899215/covid-19_health_safety__security_standards_3_.pdf)

### 3. MCI Meeting Space

#### Hawai'i Convention Center (HCC)

The Hawai'i Convention Center has implemented comprehensive health and safety programs ensuring the highest levels of cleanliness and safety for staff, guests and communities.

- Enhanced cleaning and sanitation via designated sanitation team sanitizing high touch point surfaces with CDC compliance products.
- Body temperature screening, thermal cameras utilized in main public entry and select staff entry points.
- CDC approved face masks.
- Social distancing practiced with individuals at least 6 feet away from others.
- Hand sanitizer dispensers placed at key entrances throughout the facilities.
- Audio Visual companies required to sanitize shared equipment between each use.
- Special signage throughout HCC communicating proper hygiene, social distancing and instructions for guests not feeling well.
- Modified Food & Beverage will work with customers to customize menus and service. Individual items will be prepackaged. <https://blog.hawaiiconvention.com/reopening-protocols-and-guidelines/>

#### MCI Hotel Meeting Space

- Strictly limit capacity in each shared space such that physical distancing of at least six feet is always maintained.
- Ensure that there is no congregating and that individuals maintain six feet of physical distance from one another in the shared indoor spaces.
- Ensure that face coverings are always worn in the shared indoor spaces, except that in designated spaces where eating and drinking are allowed, face coverings may be removed only while actively eating or drinking.
- Ensure routine cleaning and disinfection of the shared indoor spaces (with special attention to high-touch surfaces) consistent with CDC guidelines.
- Improve circulation of fresh air by opening windows/doors, improving ventilation systems, etc., to the extent possible and feasible.

## 4. MCI Group Food & Beverage

- Recommend Back-of-House staff do the following health and safety measures: kitchen cleaning, surface disinfection, physical distancing, PPE compliance and handwashing.
- Recommend Front-of-House staff have temperature checks, wash hands, disinfect high touch surfaces, line spacing (6 feet), modify food service sets (Buffets, Chef Table) for safety measures, glove hand service, use of hand wipes at meal stations.
- Food & Beverage Operations will be offered with appropriate safety measures.

## 5. MCI Group Event Activities

### Destination Management Company

- Initiate COVID-19 Employee Health Guidelines
- COVID-19 Safety Practices Per Service Provided
  - Activities/Tours
  - Restaurants
  - Venues
  - Catering
  - Décor
  - Entertainment
  - Transportation
  - Registration Desk

## 6. MCI Group Event Venues

### General Considerations

- Take the temperature of guests and employees. If 100.4 F or higher, guests are not allowed to experience the activity or attraction.
- Use of appropriate PPE for guests and vendors.
- Use of masks/face coverings for guests and employees.
- Recommend paperless operations and adhere to no contact with guests.
- 6 foot distance markings.
- Perform recommended hand hygiene using alcohol-based hand sanitizer.
- Access to wash stations and/or hand sanitizers.
- Reduce touch points, where possible, and sanitize high touch surfaces frequently.
- Employee protection including barriers, protective covering, and distancing.
- Communication on how to prevent COVID-19.
- Action plan if employees or guests fall ill while on-site.
- Reduce occupancy capacity to adhere to CDC guidelines.

Specific COVID-19 Guidelines for Air Tours, Attractions, Boating, Guided Vehicle Tours, Horseback, Lū'au, Ocean/Beach Activities, Theater Shows and Ziplining can be found at <https://documentcloud.adobe.com/link/review?uri=urn:aaid:scds:US:79078452-a8fe-46ec-aca4-4bd59321916c>

### Attractions

Other commercial attractions: water parks, cultural attractions, go kart, mini golf, and other similar outdoor attractions <https://www.oneoahu.org/reopening/#otherattractions>

### Zoos, Sea Life, Aquariums, Museums, Botanical Gardens

<https://www.oneoahu.org/reopening/#attractions>



# Resources

## 1. Current County Advisory:

O‘ahu:

This link provides Tier 3 information on conference/breakout rooms – spaced six feet apart.

<https://www.oneoahu.org/reopening-details/#conf-breakroom>

Currently, hotels are quoting meeting capacity between 40 to 50% of meeting room occupancy, based on COVID-19 CDC guidelines. It would be important to contact each hotel to obtain specifics on COVID-19 meeting occupancy guidelines.

## 2. MCI Industry Resources

- Hawai‘i Tourism Authority  
<https://www.hawaiitourismauthority.org/covid-19-updates/hotel-covid-19-health-and-safety-plans/>
- Hawai‘i Lodging & Tourism Association  
<https://www.hawaiilodging.org/health--safety-standards.html>
- Meetings Means Business  
<https://www.meetsafe.travel/>
- Meet Hawai‘i  
[www.meethawaii.com](http://www.meethawaii.com)

## 3. Meetings, Conventions & Incentives Overview

Meetings, Conventions & Incentives (MCI) industry in 2016 had over 1.9 million meetings in the U.S. Meetings and Events accounted for \$381 billion of direct spending in 2017 and the most popular events included conferences, exhibitions, corporate events, tradeshow, and product launches. It is estimated that in 2017, there were over 329.7 million participants involved in these events.

Hawai‘i’s strategic location to Pacific Rim countries, its Hawai‘i Convention Center, world class hotels, premiere event venues and popular attractions create an extremely desirable meeting, convention and incentive destination to MCI decision-makers and their attendees. Hawai‘i hosted more than 480,000 MCI visitors in 2018. Convention travelers account for 52% of MCI arrivals, with Incentive travelers at 34% and Meeting visitors at 17%. The U.S. Major Marketing Area accounts for over 60% of MCI arrivals to Hawai‘i.

### Group (MCI) Business Defined

A gathering of 10 or more participants for a minimum of four hours in a contracted venue for professional purposes. This includes business events, but excludes social, educational (formal educational activities), and recreational activities, as well as consumer exhibitions.

- Corporate/business events, incentive events, conventions, conferences (without exhibit floor), trade shows (including conferences with exhibit floor), incentive meetings, exhibitions.
- Excluded: Social activities, purely recreational activities, political rallies or gatherings of consumer shows. [Source: Meetings Mean Business; Global Economic Significance of Business Events by Events Industry Council/Oxford Economics, November 2018. <https://dev-meetingsmeanbusiness.pantheonsite.io/sites/default/files/OE-EIC%20Global%20Meetings%20Significance%20%28FINAL%29%202018-11-09-2018.pdf>]

### Meetings, Conventions & Incentives Type

#### Meetings (Association/Corporate)

- Usually spread throughout the year, these meetings are business-oriented with a focus to evaluate and plan current and future business activities and wellbeing of an organization.
- Participants are business colleagues from the same organization or can be stakeholders with the same interest.
- Size: Meetings, Conventions & Incentives group size is 10 people or more
- Activities: Food & Beverage events are less important and usually tied to the actual meeting; little to no social gatherings.

EXAMPLE: Meeting of company executives or Board meetings

### Conventions/Tradeshows

- Generally, a business conference is planned to bring people working in the same company or industry together to discuss new trends and opportunities. Trade conferences are usually larger in scale.
- Participants can be from the same company or same industry.
- Size: Varies [Note: not sure if there is a number or average that can be added here.]
- Time: 2-4 days.
- Activities: Social activities are usually limited to a welcome reception and/or a closing ceremony, but vary.

EXAMPLE: Company training event or industry professional gathering

- Trade Shows, exhibition, expo.
- An exhibition at which businesses in an industry promote their product and services
- Participants are from the same industry or interest point; can include businesses in an industry or consumers in an interest.
- Size: Varies
- Time: 2-4 days.

### Incentives

- Program or trip planned based on achieving a specific business goal.
- Participants are usually from the same organization.
- Size: Varies.
- Time: 3-7 days.
- Activities: Social activities are usually planned. At minimum, a welcome reception and/or a closing ceremony, plus other activities.

EXAMPLE: Incentive trip of top producing salespeople and their spouses.

### The value of group business (MCI)

#### Overall impact of global business events (2017)

- \$2.5 trillion of business sales; \$787 billion in the U.S.
- 26 million jobs; 5.9 million jobs impacted in the U.S.
- \$1.5 trillion of GDP; \$446 billion in the U.S.

#### Direct Business Spend (2017)

- Global Spend: \$1.07 trillion.
- North America Spend: \$381 billion (almost 36% of the total global market).
- U.S. Spend: \$325 billion.

#### Direct Jobs (2017)

- Global Jobs: Supported 10.3 million direct jobs.
- North America: 3.2 million direct jobs; accounts for over 31% of total global market.
- U.S. Jobs: Almost 2.5 million direct jobs.

#### Gross Domestic Product

- Global GDP: \$621.4 billion to GDP globally.
- North America GDP: Generated \$221.6 billion or almost 36% of the global share.
- U.S. GDP: \$184.2 billion generated.

Indirect Impacts: Downstream supplier industry impacts (i.e., food/agricultural, entertainment, equipment, cleaning, technology support, legal and financial, etc.).

Induced Impacts: Occur when employees spend wages and salaries in the broader economy (i.e., rent, food, transportation, government/taxes).

