

LOS CABOS



GUIDELINES TO MANAGE MEETINGS & EVENTS IN LOS CABOS HEALTH MEASURES



PURPOSE OF THE MANUAL

The objective of this manual is to establish guidelines and a framework of good practices to be considered for the correct management and execution of events held at hotels and establishments in Los Cabos. Our top priority is the health and wellbeing of our travelers and reducing the risk of infection of COVID-19.

These guidelines are applicable to the entire value chain involved in the organization of an event, including local, national, and international attendees.

This manual is divided into 3 key phases:

pre-event, during, and post-event. General action guidelines that need to be considered when organizing your event in Los Cabos are indicated in each stage.

There should be close and active communication between all parties involved in these three phases. Key contacts must be identified before the event, including everyone from local health authorities and suppliers to vendors and partners involved in your event. Identify what will be your method of communicating with all of them to report if an outbreak of this disease is detected during the execution of your program. Communication should be kept with key contacts for up to 14 days after the event to ensure that there was no spread of the infection during the gathering.



ATTENDEES

RESPONSIBILITY	PRE	DURING	POST
Attendees			
1. Know the particular health and safety protocols to which they must adhere while attending the event.	✓		
2. Abide by the established rules and policies during their visit to the destination (at the airport, transportation, hotel, and additional services). If they refuse to follow the protocols and put the rest of the attendees and staff at risk, they will be turned over to the authorities.		✓	
3. Notify the event organizer of previous medical conditions that are considered risk factors.	✓		
4. If any of the COVID-19 symptoms develop, notify the group coordinator immediately.	✓	✓	✓
5. Maintain communication with both the end customer and event coordinator for up to 14 days after the event to ensure that there are no cases of COVID-19 detected within the attending group. In the event of a positive case, the contact tracing protocol will be initiated (flights, room, visited hall, assigned service staff).			✓



EVENT ORGANIZER

RESPONSIBILITY	PRE	DURING	POST
Event Organizer			
6. Must have a clear understanding of the health and safety policies and protocols that will be applied in the chosen hotel, establishment, or service provider.	✓		
7. Gather essential information on the profiles of the attendees, including the city of origin, flight number, and medical profile (if a high-risk medical condition is present) to determine the clients' risk level.	✓		
8. A plan should be worked on in conjunction with the hotel and local service providers to determine the event flow according to the number of attendees. This plan must include the hall's entry and exit routes, one-way flows, assemblies with sufficient space for ample corridors, break times, registration, transfers, and activities outside the hotel to avoid crowds.	✓		
9. Establish an online registration system to reduce contact onsite (encourage online registration and badge printing at home, when possible).	✓		
10. Establish a protocol for dealing with denying entry to attendees who fail the initial health screening test (e.g., set up isolation areas) and inform the health authorities.	✓		
11. Assign a staff member to gather and address the questions and concerns that the attendees might have regarding COVID-19.		✓	



HOTEL / VENUE

RESPONSIBILITY	PRE	DURING	POST
Event Organizer			
12. The event operation staff (coordinator, event/banquet manager) should have the hospitals' contact information and a direct line of communication to call for assistance if there is a suspected COVID-19 case.		✓	
13. It is recommended to assign specific seating to attendees for when they are inside the hall or other venues, to ensure that they return to the same place after they leave and come back from breaks or other activities throughout the event.		✓	
14. Before the start of the session, a public announcement should be made on social distancing protocols that must be followed at all times within the hall and the break area. The announcement should also include the protocol for entering and leaving the room to avoid crowds.		✓	
15. Avoid the distribution of printed collateral material in rooms, hospitality tables, and halls. All the information and announcements must be delivered through screens, QR codes, signage, or in the group's app.		✓	
16. Establish staggered break times to avoid crowding.		✓	
17. Meet with the planning team at the event venue to discuss lessons learned. Gather feedback from event staff, participants (if possible), community partners, and stakeholders to improve plans. Identify any gaps in the plans and any needs you may have for additional resources.			✓
18. Maintain communication with both the end customer and event coordinator for up to 14 days after the event, to ensure that there are no cases of COVID-19 detected within the attending group. In the event of a positive case, the contact tracing protocol will be initiated (flights, room, visited hall, assigned service staff).			✓

RESPONSIBILITY	PRE	DURING	POST
Hotel / Venue			
19. Clearly specify the event's main purpose and the travelers' profile to design the event flow in line with the new health guidelines, which may be tied with the client's final objectives.	✓		
20. Starting from the sales phase, the event organizer must be briefed on the particular health and safety measures and protocols that will be required before, during, and after the event.	✓		
21. The event coordinator must have all the relevant information to act in case of possible symptoms or spread of the infection among participants prior to the arrival of the group.	✓		
22. Prepare all employees and eventual workers involved in the event execution on measures to reduce the spread of the infection, including social distancing, thorough hand hygiene, continuous temperature monitoring, and constant disinfection of high-traffic areas.	✓		
23. Must inform event organizers of their maximum interior and exterior capacities, applying the social distancing rule of 1 to 2 meters (3 to 6 feet) between individuals.	✓		
24. A plan should be worked on to determine the event flow according to the number of attendees. This plan must include halls' entry and exit routes, one-way flows, assemblies in between exhibition areas with sufficient space for ample corridors, break times, registration, transfers, and activities outside the hotel to avoid crowds.	✓		

RESPONSIBILITY	PRE	DURING	POST
Hotel / Venue			
25. Pre-register the group's arrival to avoid crowding during check-in.	✓		
26. Establish which hospitals and medical services can provide medical attention to staff and attendees.	✓		
27. Establish a protocol for dealing with denying entry to attendees who fail the initial health screening test (e.g., set up isolation areas) and inform the health authorities.	✓		
28. Assign a person responsible for monitoring capacity and gatherings and taking action if crowds form during the event.		✓	
29. Display visible signs about health and safety, such as keeping physical distance, regular disinfection of hands by washing or using gel sanitizer, as well as frequent reminders of COVID-19 symptoms.		✓	
30. Maintain continuous cleaning and disinfection of common areas and surfaces and install hand sanitizer stations in visible areas.		✓	
31. The event operation staff (coordinator, event/banquet manager) should have the hospitals' contact information and a direct line of communication to call for assistance if there is a suspected COVID-19 case.		✓	
32. The attendee flow through the event spaces must be indicated, including access and exit routes and their respective doors.		✓	
33. Keep inventory control of protective gear and hygiene products, such as masks, sanitizing gel, gloves, disinfecting wipes, etc. These will be provided to the attendee if needed. Antibacterial gel stations must be placed at the entry and exit points to halls and event spaces.		✓	

RESPONSIBILITY	PRE	DURING	POST
Hotel / Venue			
34. Reinforce with the organizer the importance of assigning specific seating to attendees for when they are inside the hall or other venues to ensure that they return to the same place after they leave and come back from breaks or other activities throughout the event.		✓	
35. Keep a detailed record of the work areas assigned to the hotel/venue staff, so that if a probable case of COVID-19 is detected, it is easier to identify the people who were in contact with the affected person.		✓	
36. Avoid using table linens in assemblies; if used, replace them at the end of each session. Personnel must wear gloves and masks when putting and taking off table linens.		✓	
37. Avoid placing pre-assembled materials on the tables (notepads, pens, water jugs). These can be provided to the client if requested.		✓	
38. Avoid the distribution of printed collateral material in rooms, hospitality tables, and halls. All the information and announcements must be delivered through screens, QR codes, signage, or in the group's app.		✓	
39. Audio-Visual aids, such as clickers, microphones, etc., must be disinfected before and after each use. Alternatively, the event coordinator could assign a staff member to move the microphone or any other equipment closer to the participant.		✓	
40. If there is a change of assembly during the event, all the furniture must be sanitized again.		✓	
41. All event halls and furniture must be sanitized daily at the end of the sessions.		✓	

RESPONSIBILITY	PRE	DURING	POST
Hotel / Venue			
42. Food served during breaks should be offered individually packaged.		✓	
43. Food stations should be sanitized at least once per hour.		✓	
44. Water or unpackaged food must only be served by a staff member adequately protected with a face shield, gloves, and mask provided by the hotel or establishment.		✓	
45. Avoid furniture that encourages the gathering of people, such as lounge furniture.		✓	
46. Remove the seats from the beverage bar to ensure physical distancing between the preparation area and the attendees.		✓	
47. Arrange service stations according to the previously designed event flow, so that there is proper physical distancing to avoid crowds.		✓	
48. All self-service products (cutlery, napkins, straws, etc.) will only be provided by staff, who must wear personal protective equipment, such as face shields, masks, mob caps, and gloves.		✓	
49. Buffet services should be avoided. However, if the service is provided, food should be protected in containers with acrylic or glass lids and must only be served by staff properly protected with face shields, masks, mob caps, and gloves.		✓	
50. “Family style” type service, or food and drink served at the center of the table, should be avoided.		✓	
51. Condiments must be provided in individual packages.		✓	

RESPONSIBILITY	PRE	DURING	POST
Hotel / Venue			
52. Plates should be wrapped to avoid leaving them exposed.		✓	
53. Include a waste management system that prevents the spread of infections.		✓	✓
54. Meet with the planning team at the event venue to discuss lessons learned. Gather feedback from event staff, participants (if possible), community partners, and stakeholders to improve plans. Identify any gaps in the plans and any needs you may have for additional resources.			✓
55. Maintain communication with both the end customer and event coordinator for up to 14 days after the event, to ensure that there are no cases of COVID-19 detected within the attending group. In the event of a positive case, the contact tracing protocol will be initiated (flights, room, visited hall, assigned service staff).			✓



DMCs / PROVIDERS

RESPONSIBILITY	PRE	DURING	POST
DMCs / Providers			
56. Clearly specify the event's main purpose and the travelers' profile to design the event flow in line with the new health guidelines, which may be tied with the client's final objectives.	✓		
57. Starting from the sales phase, the event organizer must be briefed on the particular health and safety measures and protocols that will be required before, during, and after the event.	✓		
58. The event coordinator must have all the participants' information prior to the arrival of the group.	✓		
59. Prepare all employees and eventual workers involved in the event execution on measures to reduce the spread of the infection, including social distancing, thorough hand hygiene, continuous temperature monitoring, and constant disinfection of high-traffic areas.	✓		
60. Must inform event organizers of their maximum capacity, applying the social distancing rule of 1 to 2 meters (3 to 6 feet) between individuals in transfers, tours, activities, etc.	✓		
61. A plan should be worked on to determine the event flow according to the number of attendees. This plan must include halls' entry and exit routes, one-way flows, assemblies in between exhibition areas with sufficient space for ample corridors, break times, registration, transfers, and activities outside the hotel to avoid crowds.	✓		

RESPONSIBILITY	PRE	DURING	POST
DMCs / Providers			
62. Establish an online registration system for activities and tours to reduce crowd gatherings at hospitality tables.	✓		
63. Establish which hospitals and medical services can provide medical attention to staff and visitors.	✓		
64. Establish a protocol for dealing with denying entry to attendees who fail the initial health screening test (e.g., set up isolation areas) and inform the health authorities.	✓		
65. All personnel who have contact with customers must wear a face shield and a mask.		✓	
66. Keep inventory control of protective gear and hygiene products, such as masks, sanitizing gel, gloves, disinfecting wipes, etc. These will be provided to the participant if needed. Antibacterial gel stations must be placed at the entry and exit points to activity and event spaces, as well as in the ascent and descent of the transport units.		✓	
67. Transportation capacity for customers will be reduced to 50% to abide by social distancing requirements.		✓	
68. Assign a person responsible for monitoring capacity and gatherings and taking action if crowds form during the event and/or activities.		✓	
69. Display visible signs about health and safety, such as keeping physical distance, regular disinfection of hands by washing or using gel sanitizer, as well frequent reminders of COVID-19 symptoms.		✓	

RESPONSIBILITY	PRE	DURING	POST
DMCs / Providers			
70. The event operation staff should have the hospitals' contact information and a direct line of communication to call for assistance if there is a suspected COVID-19 case.	✓	✓	
71. The flow through the event and activity areas must be indicated, including access and exit routes and their respective doors.		✓	
72. Meet with the planning team at the event venue to discuss lessons learned. Gather feedback from event staff, participants (if possible), community partners, and stakeholders to improve plans. Identify any gaps in the plans and any needs you may have for additional resources.			✓

Sources:

AIPC – ICCA – UFI / Good Practice Guidance: Addressing COVID-19 Requirements for Re-Opening Business Events.



<https://www.iacconline.org>





LOS CABOS

visitloscabos.travel