



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 August 23, 2021*



Overall

- Face masks are strongly recommended for vaccinated and unvaccinated individuals
- Hand sanitation stations throughout
- Increased sanitizing of high touchpoints
- Electrostatic sprayers and EPA-registered disinfectants used throughout the property



Food & Beverage

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



Reservations

- For individual 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

- Six-foot physical distancing optional
- Electrostatic sprayers and EPA-registered disinfectants used throughout the property



Arrival

- Self-parking in Conference Center Garage
- Valet parking available



Guest Rooms

- Each room sanitized before arrival
- Housekeeping service or amenity delivery available upon request



Check-In & Check-Out

- Touchless experience at the front desk
- Sanitized guest room keys



Associates

- Temperature checks upon entry
- Associates wear face coverings



Public Spaces

- Increased cleaning and sanitizing



Health and Safety Plan: In-Depth



Overall

- Face masks are strongly recommended for vaccinated and unvaccinated individuals.
- 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 individual 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

- Hand sanitizer stations are available throughout the building.
- Self-parking is available in our Conference Center Garage.
- Valet is available.



Check-In & Check-Out

- Front Desk
 - Acrylic panels at the front desk provide a barrier between the guest and the front desk associate.
 - Guest touchpoints and surfaces are sanitized on a regular basis.
 - Keys are sanitized.
 - Hand sanitizer is available at the front desk.
- 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
 - Pens, pads, books, magazines, and robes are removed from the room.
 - Extra linens and additional amenities are provided upon request.
 - Safety protocols are available to view on our in-room iPad.
- Housekeeping
 - Housekeeping service is provided only upon request.
 - Cleaning and sanitizing are increased inside the room, especially for high touchpoints.
 - Electrostatic sprayers and EPA-registered disinfectants are used throughout the property.
 - Guests are required to leave the room while housekeeping or maintenance service is provided.





Public Spaces

- Lobbies
 - Hand sanitizer stations are located throughout the hotel.
 - Cleaning and sanitation are increased in high-touch areas.
 - Stairwells are available for access to other levels.
- Restrooms
 - Cleaning and sanitation are increased.
- Spirit Gift Shop is open daily, 9 a.m. to 5 p.m.
- Business Center is available upon request.
- Courtyard
 - Chairs and tables are arranged for physical distancing. We ask they not be moved.
- Fitness Center
 - 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 are open for use.
- Electrostatic sprayers and EPA-registered disinfectants are used throughout the property.



Food & Beverage

- Outlets
 - Gabriel's
 - Monday – Friday, 3 – 10 p.m.
 - Saturday and Sunday, 11:30 a.m. – 10 p.m.
 - One Twenty 5 Café
 - Wednesday – Sunday, 6:30 a.m. – 1 p.m.
 - The Carillon
 - Monday – Friday, 7 – 10 a.m.
 - Monday – Friday, 11:30 a.m. – 1:30 p.m.
 - Saturday and Sunday, 7 – 10:30 a.m.
 - Moontower Café
 - Monday – Thursday, 7 a.m. – 3 p.m.
 - Friday, 7 – 11 a.m.
 - In-room dining is currently unavailable. To-go dining is available through Gabriel's.
 - All food and beverage items are placed on the table or counter instead of being handed to a guest.
 - 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.
- Catering
 - For event food and beverage protocols, please see the Meetings & Events section.





Meetings & Events

- 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.
Food service is customized to customer's preference.
 - Upon request, event set-ups facilitate six-foot distancing between 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.
- Hand sanitizer is available throughout event spaces. Additional hand sanitizer can be purchased.
- 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.
- Face coverings are worn by associates.
- Hand sanitizer stations are available throughout all workspaces and associate common areas.

