

Events Protocols

August 3rd, 2020

EVENTS INDUSTRY GUIDELINES FOR REOPENING – MICE, LEISURE AND OTHER EVENTS

JULY 27 2020

MICE, LEISURE AND OTHER EVENTS

Activities included in the sector

- **MICE**
 - Exhibitions
 - Exhibition Events
 - Conferences/Associations [Including Meeting Rooms, Seminars, Training Institutes etc.]
- **Leisure**
 - Concerts/Live Events [Indoor and Outdoor]
- **Other Events**
 - Banquet Parties
 - Award Ceremonies & Graduations
 - Sports [Only Indoor Venues – Not Stadiums]
 - Brand Sales
 - Product Launches
 - Exhibition Tents / Temporary Structures
 - Weddings

Activities excluded in the sector

- Night Club Events
- City Promotions

Operating Hours

In Line With City Guidelines

Consumer Visiting Hours

In Line With City Guidelines

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization ¹	Employees	Visitors	Gov
1. Staff [Applicable to All Event Types]	<p>1. General Staff Requirements [Includes Venue Staff, Security, Housekeeping, FM Staff, Kitchen, Organizers, Exhibitor Staff, Third-Party Contractors, Production, Entertainers/Performers/Artists and Crew] – Employers to ensure the following:</p> <ul style="list-style-type: none"> ▪ All health & safety guidelines/standards are followed in staff accommodation & transport facilities in line with DM Health & Safety Guidelines [“DMHS”]. ▪ All protocols prescribed by DMHS must be adhered to prior to staff entering the premises. ▪ Mandatory temperature checks for all onsite staff at regular intervals. ▪ All staff should wear masks at all times while the staff who are “in Direct Contact with Customers” and “In Kitchen for Restaurants and Dining Facilities” should wear gloves as well. ▪ All staff to practice social distancing guidelines as approved by DMHS in Back-of-House [“BOH”] and Front-of-House [“FOH”] areas. ▪ Pre-shift briefings to be held virtually wherever possible. ▪ All employees to be trained on DMHS Guidelines for application during operations. <p>2. Additional/Special Staff Requirements Applicable</p> <ul style="list-style-type: none"> ▪ <i>Entertainers/Performers/Artists/Stage Speakers and Crew</i> <ul style="list-style-type: none"> ○ Organisers to ensure that all entertainers/performers/artists and crew are COVID-19 symptom free and ensure that all the necessary precautions, measures and checks are in place prior to performance. ○ Crew/Performers/Artists (i.e. La Perle Shows) who are delivering routine shows must be tested every two weeks and are encouraged to be quarantined. ○ Masks can be removed by performers and stage speakers during performance on stage, only if they can maintain at least 4m physical distancing measures. ○ Strictly No physical fan/audience interaction or movement between audience. ○ performers/artists/entertainers should stay in their designated space and not move between audience. ○ It is encouraged that any acrobatic routine or performances to be shortened and must choreographed with least physical touching/proximity. 	CR	CR	CM	R

Key Notes:

1. Includes Venue, Organisers, Exhibitors, Contractors and Retail Tenants
2. DMHS Guidelines: DM Circular “To Be Inserted”

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Actions	Short Description	Organization ¹	Employees	Visitors	Gov
2. Hygiene Requirements [Applicable for All Event Types]	1. Disinfection [Prior to Re-Opening of Venue] <ul style="list-style-type: none"> ▪ Thorough sterilization of all assets, equipment and public areas as prescribed by DMHS prior to re-opening of Venue. 	CR	CR	CM	R
	2. Non Event Days [No Event, Pre-Arrival/Planning and Concert Practices] <ul style="list-style-type: none"> ▪ Frequent Sanitization of Service Yards, Meeting Rooms, Organiser Offices, Green Rooms, Conference Space, Exhibition Halls, Concert FOH, Venue FOH Areas, Speaker Rooms, Translation Booths, Venue BOH Areas, Kitchen Facilities and Other Applicable Areas [After every use]. ▪ Frequent Sanitization of all high touch public areas [ATMs, credit card machines, handrails, elevators, garbage bins, toilets, counter tops, parking machines/counters etc.] in-line with DMHS guidelines [After every use]. ▪ Fumigation of Toilets [Every Night for 2 Hours]. ▪ Special disposal bins to be made available at all key entrances and in washrooms for medical waste [masks, gloves etc.] and these should be frequently cleared [minimum once every two hours]. ▪ Mandatory provision of hand sanitiser dispensers across the facility. ▪ All “BOH” and “FOH” deliveries must go through thorough sanitization and full checks and must be certified as being checked by receiver. ▪ Sterilization of full Venue must be conducted once every week. 				
	3. Event Build –Up Days [where build-up is required] <ul style="list-style-type: none"> ▪ Same as “Non-Event Days” 				
	4. Prior to Opening of Event <ul style="list-style-type: none"> ▪ Sterilization of all assets, equipment and public areas at Venue. ▪ Sterilization of Exhibition Stands, Stand Furniture, Display/Refrigerator Units, Stages, equipment [sports, musical, electronic etc.], F & B Areas/equipments - Comprehensive List of All Applicable Assets to be provided by Venue Operator. 				

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2. Hygiene Requirements [Applicable for All Event Types]	5. Show/Event Days <ul style="list-style-type: none"> ▪ Same as “Non-Event Days” ▪ <i>Additional Sanitization Requirements</i> <ul style="list-style-type: none"> ○ Frequent Sanitization of Exhibition Stands, Stand Furniture, Display/Refrigerator Units, Stages, equipment [sports, musical, electronic etc.], F & B Areas/equipment [After Every Use] - Comprehensive List of All Applicable Assets to be provided by Venue Operator ▪ <i>Additional Requirements for Specific Event Type [Conferences, Associations, Meetings, Concerts/Live Events]</i> <ul style="list-style-type: none"> ○ For Events with multiple conference/shows on a daily basis – sanitization to be undertaken after every show/conference and sufficient time intervals [minimum 30 minutes for all Event Types < 25 Pax and 60 minutes for all Event Types > 25 Pax] to be provisioned post shows/conferences for effective sanitization 				
	6. Post Close of Day for Show/Event [Daily] <ul style="list-style-type: none"> ▪ Sanitization of Full venue 	CR	CR	CM	R
... Continued	7. Post Show “Event Tear Down” Period [where tear-down is required] <ul style="list-style-type: none"> ▪ Same as “Non-Event Days” ▪ Post “Event Tear Down” – full sterilization of Venue is required 				
	8. Dedicated Hygiene Champion and SOPs: <ul style="list-style-type: none"> ▪ Dedicated and Trained Hygiene Champions to be assigned across multiple functions/areas within to Venue to ensure compliance with all DMHS rules ▪ SOPs to be devised and approved for implementation from staff, tenants, contractors and organisers 				
	9. Isolation Zones <ul style="list-style-type: none"> ▪ Mandatory Isolation Zones provisioned to host suspected cases until transition to Dubai Health Authority [“DHA”] for further checks wherever applicable 				

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	<ol style="list-style-type: none"> 1. Venue Entrances [Including Parking] <ul style="list-style-type: none"> ▪ Mandatory thermal scanners across all entry points for screening visitors - All Visitors to be screened through contactless temperature checks prior to entering the Venue [through main gates and parking areas] ▪ Mandatory to wear face masks at all times in the Venue 2. Registration Areas <ul style="list-style-type: none"> ▪ Visitors to pre-register online prior to visiting the show/event including relevant details required to allow for contact tracing [In-line with DTCM Registration requirements] ▪ Registration areas mainly to be used to scan pre-registered guests for entry and must ensure a minimum 2m distance for queuing with floor markers ▪ No Give-Aways allowed at registration areas ▪ A dedicated ticket sales area to be set-up ensuring compliance to social distancing requirements for queuing of 2m with floor markers. Ticket dispensation should be automated with contactless payments encouraged ▪ For Venues with multiple events – screening and registration should only be done at main entrances [similar to Mall] 3. Venue Entrance Procedures for FOH [Applicable for All Event Types] 				
		CR	CR	CM	R

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4. Event Type : Capacity, Social Distancing Requirements and Restrictions	1. Concourse/Common/Lobby Areas [Applicable to all Venues and Event Types] <ul style="list-style-type: none"> ▪ Capacity & Social Distancing Requirements <ul style="list-style-type: none"> ▪ Minimum 2m Social Distancing to be applied with floor markings for areas where people congregate/queue ▪ Uni-directional pedestrian flow demarcated with floor stickers indicating directions ▪ Sanitizers to be provisioned across all key points ▪ Restrictions <ul style="list-style-type: none"> ▪ visitors with medical conditions such as respiratory illnesses or chronic diseases are encouraged to stay at home 	CR	CR	CM	R
	2. Exhibitions <ul style="list-style-type: none"> ▪ Capacity & Social Distancing Requirements <ul style="list-style-type: none"> ▪ Assigned Exhibition Halls/Event Areas Capacity: Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross ▪ Aisles : Minimum width of 2.5m for one-way aisle and 4m for two aisle [subject to uni-directional pedestrian flow and associated requirements] ▪ Other Social Distancing : Same as ‘Concourse/Common/Lobby Areas’ ▪ Pedestrian Flow in Halls : Same as ‘Concourse/Common/Lobby Areas’ ▪ Exhibition Stand Capacity : Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross with a clear signage of “Number of People Allowed” at entrance of each Exhibition Stand ▪ Sanitizers to be provisioned for inside Exhibition Stands ▪ Sanitization to be done at end of every day and Sterilization to be conducted post tear down of Event ▪ Restrictions <ul style="list-style-type: none"> ▪ Visitor Restrictions : Same as ‘Concourse/Common/Lobby Areas’ ▪ Exhibition Stand Give-Aways allowed only if individually wrapped/packaged while brochures are recommended to be provided digitally through QR codes and if physically handed – should be individually wrapped/packaged 				
	<p>Note : Staff, Hygiene and Entrance Procedures defined in earlier pages applies to all Event Types above. For Other common facilities such as Retail, F & B, Elevators, Escalators etc. – please refer to Section “Other Facilities” later in the document</p>				

Key Notes:

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	<p>3. Exhibition Events</p> <ul style="list-style-type: none"> ▪ Capacity & Social Distancing Requirements <ul style="list-style-type: none"> ▪ Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross ▪ Capacity will be applicable on the below set-up styles: <ul style="list-style-type: none"> ▪ Banquet Style <ul style="list-style-type: none"> ○ Maximum of 4 people per table with a minimum 2m distance between each table ○ Maximum of 10 people per table with a minimum 2m distance between each table and are encouraged to be separated by physical dividers [if possible]. Members of a single group can be seated together, but empty seats should be left between the occupied seats if individuals are not from a single group. ▪ Cocktail Set-Up <ul style="list-style-type: none"> ○ Minimum 2m Distance between each table ○ Maximum of 2 People per Table ▪ Clearly Marked and separate entry and exit points ▪ Other Social Distancing: Same as ‘Concourse/Common/Lobby Areas’ ▪ Sanitization to be done at end of every day and Sterilization to be conducted post tear down of Event ▪ Sanitisers to be provisioned for inside Exhibition Events ▪ Restrictions <ul style="list-style-type: none"> ▪ Visitor Restrictions : Same as ‘Concourse/Common/Lobby Areas’ ▪ Buffet allowed subject to application of minimum social distancing guidelines of 2m for queuing and only If served by Waiting Staff or Served on Guest Table [No Self-Service Allowed] 				
	<p>4. Event Type : Capacity, Social Distancing Requirements and Restrictions</p> <p>... Continued</p>				
	<p>Note : Staff, Hygiene and Entrance Procedures defined in earlier pages applies to all Event Types above. For Other common facilities such as Retail, F & B, Elevators, Escalators etc. – please refer to Section “Other Facilities” later in the document</p>				

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Actions	Short Description	Organization ¹	Employees	Visitors	Gov
4. Event Type : Capacity, Social Distancing Requirements and Restrictions ... Continued	<p>4. Conferences/Associations [Including Meeting Rooms, Seminars, Training Institutes etc.]</p> <ul style="list-style-type: none"> ▪ Capacity & Social Distancing Requirements <ul style="list-style-type: none"> ▪ Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross ▪ Capacity will be applicable on the below set-up styles: <ul style="list-style-type: none"> ▪ Theatre Style <ul style="list-style-type: none"> ○ Maximum of 10 people per block with a minimum of 2 vacant seats equivalent between each block. Members of a single group can be seated together, but 2 empty seats should be left between the occupied seats if individuals are not from the single group. ▪ Classroom Style <ul style="list-style-type: none"> ○ Minimum 2m Distance between each table ○ Maximum of 2 People per Table ▪ Cabaret Style <ul style="list-style-type: none"> ○ Maximum of 4 people per table with a minimum 2m distance between each table ○ Maximum of 10 people per table with a minimum 2m distance between each table and are encouraged to be separated by physical dividers [if possible]. Members of a single group can be seated together. ○ Minimum of 2 vacant seats equivalent between each person/ seat if not from the single group. ▪ Banquet Style <ul style="list-style-type: none"> ○ Same as “Exhibition Events” ▪ Sanitization to be undertaken after every conference and sufficient time intervals [minimum 30 minutes for Conference < 25 Pax and 60 minutes for Conference > 25 Pax] to be provisioned post conferences for effective sanitization ▪ Registration to follow same procedures as defined at “Venues entrance procedures in FOH” ▪ Speakers on Stage can remove masks during the sessions only if they can maintain at least 4m physical distancing measure with the audience. ▪ Clearly Marked and separate entry and exit points ▪ Other Social Distancing: Same as ‘Concourse/Common/Lobby Areas” ▪ Sanitization to be done at end of every day and Sterilization to be conducted post tear down of Event ▪ Sanitisers to be provisioned for inside the facility <p>▪ Restrictions</p> <ul style="list-style-type: none"> ▪ Visitor Restrictions : Same as ‘Concourse/Common/Lobby Areas” ▪ Buffet allowed subject to application of minimum social distancing guidelines of 2m for queuing and only If served by Waiting Staff or Served on Guest Table [No Self-Service Allowed] <p>Note: Staff, Hygiene and Entrance Procedures defined in earlier pages applies to all Event Types above. For Other common facilities such as Retail, F & B, Elevators, Escalators etc. – please refer to Section “Other Facilities” later in the document</p> 	CR	CR	CM	R

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4. Event Type : Capacity, Social Distancing Requirements and Restrictions ... Continued	<p>5. Concerts/Live Events [Indoor/outdoor]</p> <ul style="list-style-type: none"> ▪ Capacity & Social Distancing Requirements <ul style="list-style-type: none"> ▪ <i>Seated Events:</i> <ul style="list-style-type: none"> ▪ Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross ▪ Checker board seating arrangement to be permitted including VIP suites in the Venue with two seats equivalent to be kept vacant between each group of people or between individuals if not from the same single group. ▪ Online ticket purchases encouraged ▪ A dedicated ticket sales area to be set-up and box offices to sell tickets ensuring compliance to social distancing requirements for queuing of 2m with floor markers. Ticket dispensation should be automated with contactless payments encouraged ▪ Ingress queuing area should have clear floor markings to ensure social distancing, and staggered access times to be allotted to attendees ▪ Ushers to be available in their masks/face shield at all times to ensure guests can be guided to their reserved seats, and to manage egress at the end of the show [exit by row numbers via marked walkways] and Queuing area for taxis to be marked in line with social distancing guidelines ▪ Sanitization to be undertaken after every event and sufficient time intervals [minimum 30 minutes for Events < 25 Pax and 60 minutes for Events > 25 Pax] to be provisioned after each event for effective sanitization ▪ Sanitization to be done at end of every day and Sterilization to be conducted post tear down of Event ▪ Sanitizers to be provisioned for inside the facility ▪ Performers and Stage speakers can remove mask during performances only if they can maintain at least 4m physical distancing measure with the audience. ▪ <i>Standing Events:</i> <ul style="list-style-type: none"> ▪ All guidelines same as “Seated Events” Above except the following: <ul style="list-style-type: none"> ▪ Floor Marking to identify Individual Space and Groups Space ▪ Restrictions <ul style="list-style-type: none"> ▪ Visitor Restrictions : Same as “Concourse/Common/Lobby Areas” ▪ Pre-Packaged F & B with disposable cutlery only permitted ▪ Buffet allowed subject to application of minimum social distancing guidelines of 2m for queuing and only If served by Waiting Staff or Served on Guest Table [No Self-Service Allowed] wherever applicable <p>Note : Staff, Hygiene and Entrance Procedures defined in earlier pages applies to all Event Types above. For Other common facilities such as Retail, F & B, Elevators, Escalators etc. – please refer to Section “Other Facilities” later in the document</p>	CR	CR	CM	R

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Actions	Short Description	Organization ¹	Employees	Visitors	Gov
4. Event Type : Capacity, Social Distancing Requirements and Restrictions ... Continued	<p>6. Banquet Parties</p> <ul style="list-style-type: none"> ▪ Capacity & Social Distancing Requirements <ul style="list-style-type: none"> ▪ Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross ▪ Capacity : Same as “Weddings” except Cocktail Set-Up [which will have a maximum of 2 people per table] ▪ Clearly Marked and separate entry and exit points ▪ Other Social Distancing : Same as ‘Concourse/Common/Lobby Areas” ▪ Sterilisation to be conducted post Tear-down of Event ▪ Sanitisers to be provisioned for inside Venues ▪ Restrictions <ul style="list-style-type: none"> ▪ Visitor Restrictions : Same as ‘Concourse/Common/Lobby Areas” ▪ Buffet allowed subject to application of minimum social distancing guidelines of 2m for queuing and only If served by Waiting Staff or Served on Guest Table [No Self-Service Allowed] ▪ No Dance Floor Permitted 				
	<p>7. Award Ceremonies and Graduations</p> <ul style="list-style-type: none"> ▪ Capacity & Social Distancing Requirements <ul style="list-style-type: none"> ▪ Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross ▪ Capacity will be applicable on the below set-up styles: <ul style="list-style-type: none"> ▪ Theatre Style <ul style="list-style-type: none"> ○ Maximum of 10 people per block with a minimum of 2 vacant seats equivalent between each block. Members of a single group can be seated together, but empty seats should be left between the occupied seats if individuals are not from the single group. ▪ Sanitization to be undertaken between every ceremony and sufficient time intervals [minimum 30 minutes for Ceremonies < 25 Pax and 60 minutes for Ceremonies > 25 Pax] to be provisioned after every Ceremony for effective sanitization ▪ Registration to follow same procedures as defined at “Venues entrance procedures in FOH” ▪ Clearly Marked and separate entry and exit points ▪ Other Social Distancing : Same as ‘Concourse/Common/Lobby Areas” ▪ Sterilisation to be conducted post Tear-down of Event ▪ Restrictions <ul style="list-style-type: none"> ▪ Visitor Restrictions : Same as ‘Concourse/Common/Lobby Areas” ▪ Buffet allowed subject to application of minimum social distancing guidelines of 2m for queuing and only If served by Waiting Staff or Served on Guest Table [No Self-Service Allowed] 	CR	CR	CM	R

Note : Staff, Hygiene and Entrance Procedures defined in earlier pages applies to all Event Types above. For Other common facilities such as Retail, F & B, Elevators, Escalators etc. – please refer to Section “Other Facilities” later in the document

Key Notes:

1. Includes Venue, Organisers, Exhibitors, Contractors and Retail Tenants
2. DMHS Guidelines: DM Circular “To Be Inserted”

MICE, LEISURE AND OTHER EVENTS

Activities included in the sector

- **MICE**
 - Exhibitions
 - Exhibition Events
 - Conferences/Associations [Including Meeting Rooms, Seminars, Training Institutes etc.]
- **Leisure**
 - Concerts/Live Events [Indoor and Outdoor]
- **Other Events**
 - Banquet Parties
 - Award Ceremonies & Graduations
 - Sports [Only Indoor Venues – Not Stadiums]
 - Brand Sales
 - Product Launches
 - Exhibition Tents / Temporary Structures
 - Weddings

Activities excluded in the sector

- Night Club Events
- City Promotions

Operating Hours

In Line With City Guidelines

Consumer Visiting Hours

In Line With City Guidelines

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization ¹	Employees	Visitors	Gov
4. Event Type : Capacity, Social Distancing Requirements and Restrictions ... Continued	<p>8. Sports</p> <ul style="list-style-type: none"> ▪ Capacity & Social Distancing Requirements <ul style="list-style-type: none"> ▪ Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross ▪ Seating Arrangement will be applicable on the below set-up styles: <ul style="list-style-type: none"> ○ Maximum of 10 people per block with a minimum of 2 vacant seats equivalent between each block. Members of a single group can be seated together, but 2 empty seats should be left between the occupied seats if individuals are not from the single group. ▪ No Entry without online registration/booking and Entry permitted in-line with booking [max 15 minutes prior to booking] ▪ Individual Sports and associated training rules to follow Dubai Sports Council [“DSC”] Guidelines announced ▪ Frequent Sanitization of courts, nets and sports equipment’s [After every change in booking] ▪ Registration to follow same procedures as defined at “Venues entrance procedures in FOH” ▪ Clearly Marked and separate entry and exit points ▪ Other Social Distancing: Same as ‘Concourse/Common/Lobby Areas” ▪ Sanitization to be done at end of every day and Sterilization to be conducted post tear down of Event ▪ Sanitizers to be provisioned for inside the facility ▪ Restrictions <ul style="list-style-type: none"> ▪ Visitor Restrictions : Same as ‘Concourse/Common/Lobby Areas” ▪ Age Restriction to follow DSC Guidelines ▪ No Waiting in Reception Areas ▪ Children camps must follow the summer camps guidelines issued by DED/DM ▪ Lockers, Changing Rooms and Showers are permitted if following the strict sanitization guidelines after every use or at a minimum of once per hour. ▪ No Linens provided ▪ Water Dispensers to be closed [Visitors to bring their own disposable water bottles] ▪ No Rental of equipment’s or sports gear <p>Note : Staff, Hygiene and Entrance Procedures defined in earlier pages applies to all Event Types above. For Other common facilities such as Retail, F & B, Elevators, Escalators etc. – please refer to Section “Other Facilities” later in the document</p>	CR	CR	CM	R

Key Notes:

1. Includes Venue, Organisers, Exhibitors, Contractors and Retail Tenants
2. DMHS Guidelines: DM Circular “To Be Inserted”

MICE, LEISURE AND OTHER EVENTS

Activities included in the sector

- **MICE**
 - Exhibitions
 - Exhibition Events
 - Conferences/Associations [Including Meeting Rooms, Seminars, Training Institutes etc.]
- **Leisure**
 - Concerts/Live Events [Indoor and Outdoor]
- **Other Events**
 - Banquet Parties
 - Award Ceremonies & Graduations
 - Sports [Only Indoor Venues – Not Stadiums]
 - Brand Sales
 - Product Launches
 - Exhibition Tents / Temporary Structures
 - Weddings

Activities excluded in the sector

- Night Club Events
- City Promotions

Operating Hours

In Line With City Guidelines

Consumer Visiting Hours

In Line With City Guidelines

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance,S-Support

Actions	Short Description	Organization ¹	Employees	Visitors	Gov
4. Event Type : Capacity, Social Distancing Requirements and Restrictions ... Continued	<p>9. Brand Sales</p> <ul style="list-style-type: none"> ▪ Capacity & Social Distancing Requirements <ul style="list-style-type: none"> ▪ Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross ▪ Aisles : Minimum width of 2.5m for one-way aisle and 4m for two aisle [subject to uni-directional pedestrian flow and associated requirements] ▪ Social Distancing : Same as ‘Concourse/Common/Lobby Areas’ ▪ Pedestrian Flow in Halls : Same as ‘Concourse/Common/Lobby Areas’ ▪ Stand Capacity: Allowed with 2m Social Distancing corresponding into 1 Person per 4 Sqm gross with a clear signage of “Number of People Allowed” at entrance of each Stand ▪ Sanitizers to be provisioned for inside Stands ▪ Sanitization to be done at end of every day and Sterilization to be conducted post tear down of Event ▪ Restrictions <ul style="list-style-type: none"> ▪ Visitor Restrictions : Same as ‘Concourse/Common/Lobby Areas’ ▪ Changing Rooms are permitted and to follow the earlier announced guidelines for the “Retail Sector”. ▪ Testers and Return Policy to follow previously approved guidelines for “Retail Sector” <p>Note : Staff, Hygiene and Entrance Procedures defined in earlier pages applies to all Event Types above. For Other common facilities such as Retail, F & B, Elevators, Escalators etc. – please refer to Section “Other Facilities” later in the document</p>	CR	CR	CM	R

Key Notes:

1. Includes Venue, Organisers, Exhibitors, Contractors and Retail Tenants
2. DMHS Guidelines: DM Circular “To Be Inserted”

MICE, LEISURE AND OTHER EVENTS

Activities included in the sector

- **MICE**
 - Exhibitions
 - Exhibition Events
 - Conferences/Associations [Including Meeting Rooms, Seminars, Training Institutes etc.]
- **Leisure**
 - Concerts/Live Events [Indoor and Outdoor]
- **Other Events**
 - Banquet Parties
 - Award Ceremonies & Graduations
 - Sports [Only Indoor Venues – Not Stadiums]
 - Brand Sales
 - Product Launches
 - Exhibition Tents / Temporary Structures
 - Weddings

Activities excluded in the sector

- Night Club Events
- City Promotions

Operating Hours

In Line With City Guidelines

Consumer Visiting Hours

In Line With City Guidelines

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization ¹	Employees	Visitors	Gov
4. Event Type : Capacity, Social Distancing Requirements and Restrictions ... Continued	<p>10. Product Launches</p> <ul style="list-style-type: none"> ▪ Capacity & Social Distancing Requirements <ul style="list-style-type: none"> ▪ Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross ▪ Other Social Distancing : Same as ‘Concourse/Common/Lobby Areas’ ▪ Pedestrian Flow in Halls : Same as ‘Concourse/Common/Lobby Areas’ ▪ Sanitizers to be provisioned for inside Exhibition Stands ▪ Sanitization to be done at end of every day and Sterilization to be conducted post tear down of Event ▪ Any Live Entertainment to follow guidelines for Concerts/Live Events ▪ Restrictions <ul style="list-style-type: none"> ▪ Visitor Restrictions : Same as ‘Concourse/Common/Lobby Areas’ ▪ Stand Give-Aways allowed only if individually wrapped/packaged while brochures are recommended to be provided digitally through QR codes and if physically handed – should be individually wrapped/packaged 	CR	CR	CM	R
	<p>Note : Staff, Hygiene and Entrance Procedures defined in earlier pages applies to all Event Types above. For Other common facilities such as Retail, F & B, Elevators, Escalators etc. – please refer to Section “Other Facilities” later in the document</p>				

Key Notes:

1. Includes Venue, Organisers, Exhibitors, Contractors and Retail Tenants
2. DMHS Guidelines: DM Circular “To Be Inserted”

MICE, LEISURE AND OTHER EVENTS

Activities included in the sector

- **MICE**
 - Exhibitions
 - Exhibition Events
 - Conferences/Associations [Including Meeting Rooms, Seminars, Training Institutes etc.]
- **Leisure**
 - Concerts/Live Events [Indoor and Outdoor]
- **Other Events**
 - Banquet Parties
 - Award Ceremonies & Graduations
 - Sports [Only Indoor Venues – Not Stadiums]
 - Brand Sales
 - Product Launches
 - Exhibition Tents / Temporary Structures
 - Weddings

Activities excluded in the sector

- Night Club Events
- City Promotions

Operating Hours

In Line With City Guidelines

Consumer Visiting Hours

In Line With City Guidelines

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization ¹	Employees	Visitors	Gov
5. Other Facilities and Services	<p>1. F & B Services/Facilities</p> <ul style="list-style-type: none"> ▪ Restaurants <ul style="list-style-type: none"> ○ Seating, Capacity and Social Distancing requirements to follow previously announced guidelines for the F & B Sector ○ Buffet allowed subject to application of minimum social distancing guidelines of 2m for queuing and only If served by Waiting Staff or Served on Guest Table [No Self-Service Allowed] ▪ In-Hall Café <ul style="list-style-type: none"> ○ Seating Capacity and Social Distancing requirements to follow previously announced guidelines for F & B Sector ○ Take-Aways encouraged with pre-packaged containers and disposable cutleries and to be consumed only in dedicated public F & B Areas ○ Queuing to follow social distancing guidelines with minimum 2m distance and floor markings ▪ F & B Kiosks and Booths <ul style="list-style-type: none"> ○ Take-Aways encouraged with pre-packaged containers and disposables cutleries and to be consumed only in dedicated public F & B Areas ○ Queuing to follow social distancing guidelines with minimum 2m distance and floor markings ▪ Stand Catering <ul style="list-style-type: none"> ○ Individual pre-packaged items to be served only ○ Buffet allowed subject to application of minimum social distancing guidelines of 2m for queuing and only If served by Waiting Staff or Served on Guest Table [No Self-Service Allowed] ▪ Wedding Events <ul style="list-style-type: none"> ○ External suppliers to be used for items such as chocolates, flowers, beverages etc. subject to strict hygiene standards [All items delivered to Venue to be thoroughly checked/sanitized for quality control and certified ok to be received by receiver] ▪ Designated Public F & B Areas [Internal and External] <ul style="list-style-type: none"> ○ Designated public areas for F & B consumption to be provisioned for visitors to consume F & B purchased as take-ways from Venues ○ Seating, capacity and social distancing requirements to follow previously announced guidelines for the sector ○ Dedicated cleaning staff to sanitize/clean tables and seating areas after ever use <p>2. Retail</p> <ul style="list-style-type: none"> ▪ Capacity, Social Distancing, Changing rooms, Testers, goods exchange to follow previously announced guidelines for the sector <p>Applicable to all Above: Sanitization to be done at end of every day and Sterilization to be conducted post tear down of Events</p>	CR	CR	CM	R

Key Notes:

1. Includes Venue, Organisers, Exhibitors, Contractors and Retail Tenants
2. DMHS Guidelines: DM Circular "To Be Inserted"

MICE, LEISURE AND OTHER EVENTS

Activities included in the sector

- **MICE**
 - Exhibitions
 - Exhibition Events
 - Conferences/Associations [Including Meeting Rooms, Seminars, Training Institutes etc.]
- **Leisure**
 - Concerts/Live Events [Indoor and Outdoor]
- **Other Events**
 - Banquet Parties
 - Award Ceremonies & Graduations
 - Sports [Only Indoor Venues – Not Stadiums]
 - Brand Sales
 - Product Launches
 - Exhibition Tents / Temporary Structures
 - Weddings

Activities excluded in the sector

- Night Club Events
- City Promotions

Operating Hours

In Line With City Guidelines

Consumer Visiting Hours

In Line With City Guidelines

RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization ¹	Employees	Visitors	Gov
5. Other Facilities and Services ... Continued	3. Green Rooms/Bridal Rooms <ul style="list-style-type: none"> ▪ Minimum 2m Social Distancing corresponding into 1 Person per 4 Sqm gross ▪ All hairdresser/makeup artist equipment's to be sanitized after each use or as per DMHS guidelines ▪ Chair decontamination to be performed after every usage ▪ Sanitization to be done at end of every day and Sterilization to be conducted post tear down of Event 	CR	CR	CM	R
	4. Parking Facilities, Taxi Stations and Shuttle Bus Stations: <ul style="list-style-type: none"> ▪ Signage boards will be located at both taxi ranks and shuttle bus stops outlining the venue regulations ▪ Additional traffic marshals will be positioned to ensure safe distances [2m distance] are adhered to at taxi and shuttle bus stations ▪ Sanitisation of frequently-touched parking areas like payment machines and attendant booths ▪ Santisers to be provided in key indoor public areas and elevators ▪ Social distancing stickers will be placed in all elevators and walkways from the parking facilities and all at all taxi and shuttle bus stations. ▪ Social distancing will be adhered to on each shuttle bus – with social distancing stickers placed on alternating seats. [with shuttle bus sanitized after every use] ▪ Contactless Payments encouraged and highly recommended 				
	5. Valet Parking Services <ul style="list-style-type: none"> ▪ Valet parking services will be offered with the following guidelines for the staff <ul style="list-style-type: none"> ▪ Gloves and masks to be worn at all times ▪ Protective shields required if they come in direct contact with customers ▪ Changing gloves and sanitizing hands after every car valet service ▪ Disposable covers and steering wheels to be used ▪ Regular cleaning and disinfecting of facilities, equipment and car surfaces ▪ Each valet station to use sanitization wipes to wipe down the frequently touched surfaces (steering wheel, gear stick, key fobs etc.) before handing over the car ▪ Before handing the car back to the customer, the valet attendant to switch on the AC with the doors and windows open to achieve the right amount of fresh air circulation ▪ Valet attendant can also use fogging sanitation or special strong fans for ventilation purposes. 				

Key Notes:

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MICE, LEISURE AND OTHER EVENTS

Activities included in the sector

- **MICE**
 - Exhibitions
 - Exhibition Events
 - Conferences/Associations [Including Meeting Rooms, Seminars, Training Institutes etc.]
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- Night Club Events
- City Promotions

Operating Hours

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Consumer Visiting Hours

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RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization ¹	Employees	Visitors	Gov
5. Other Facilities and Services ... Continued	<p>6. Washrooms</p> <ul style="list-style-type: none"> ▪ Cleaning and disinfecting of toilets, including toilet bowls and accessible surfaces in the toilet with disinfectant every hour ▪ Cleaning mirrors in all restrooms every hour ▪ Cleaning and disinfecting wash basins/sinks and faucets every hour ▪ Disinfecting of tissue roll dispenser, C-fold dispenser and soap dispenser (wall and sink) every hour ▪ Floor mopping with the prepared disinfectant solution every hour ▪ In addition to the above, extra housekeeping attendants will be placed in the restrooms to ensure social distancing is adhered to and to keep all rest rooms clean and disinfected <p>7. Elevators and Escalators</p> <ul style="list-style-type: none"> ▪ To follow previously announced DM Guidelines across all sectors <p>8. Prayer Rooms</p> <ul style="list-style-type: none"> • Prayer rooms reopening must follow the federal guidelines and directions. <p>8. Not Permitted</p> <ul style="list-style-type: none"> ▪ Water Dispensers ▪ Nursing Rooms 	CR	CR	CM	R

Key Notes:

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MICE, LEISURE AND OTHER EVENTS

Activities included in the sector

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 - Exhibitions
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RESTRICTIONS AND PROTOCOLS

DEFINING ROLES: R-Regulate, CR-Control, CM- Compliance, S-Support

Actions	Short Description	Organization ¹	Employees	Visitors	Gov
6. Communication	<ul style="list-style-type: none"> ▪ Signage Boards and Digital Signage will be installed at key locations across the premises to spread awareness of these rules and regulations. ▪ All organisers to provide additional signage inside the halls (in the form of banners or digital screens) with guidelines on social distancing, sneeze / cough etiquette, wearing masks etc.. ▪ This maximum number of people allowed at the stand at any one time should be clearly displayed on the front of the stand ▪ Guidelines to be accessible to relevant websites [Venues, Event Organisers etc.] and should be sent to Visitors on registration/purchase of tickets 	CR	CR	CM	R

Key Notes:

1. Includes Venue, Organisers, Exhibitors, Contractors and Retail Tenants
2. DMHS Guidelines: DM Circular "To Be Inserted"