



COVID-19 Vaccination FAQ and Operating Standards

Reimagining unforgettable events, prioritizing safety, and leading hospitality practices
Our world continues to evolve and we must evolve with it. We closely monitor developments and governmental guidance around COVID and adjust our operations standards accordingly to be above compliant. We value the health and happiness of our team, our guests, our partners, and our community—and therefore have prepared the following guide for your reference as you prepare to join us for an event.

Our Commitment to You

During this time, our approach to hosting and attending events has changed. However, our venues' capabilities, our outstanding staff, and our commitment to health remains the same, so we are excited to provide you with an unforgettable experience that still incorporates protocols that enhance health and safety. Our commitment to you is to maintain safe spaces and a welcoming environment. We have consulted with several experts to create operating standards and safety protocols with health and safety as top priorities without sacrificing our hospitality-rooted ethos. "In an abundance of caution" has become our mindset and we have taken this challenge as an opportunity to fine tune our operations and offerings to reflect this mindset.

Our Commitment to our Team Members

Our company would be nothing without our team members, and their health and safety is of the utmost importance. As we reopen, we are taking the following steps to make sure that our team stays safe and healthy:

- Enacting a work from home policy when possible
- Requiring event staff (GH Employees) to present proof of vaccination and a negative COVID test weekly
- Encouraging employees who feel sick to stay at home, providing an enhanced sick leave policy
- Requiring PPE to employees and providing them with extensive training in line with CDC guidelines

As you prepare to experience an event

Safety Protocols and Best Practices

Glasshouses has implemented enhanced health and hygiene protocols, in line with CDC and local guidelines, to provide you with peace of mind during your visits to our venues. We have developed a comprehensive, enhanced cleanliness and sanitation plan, outlined on the following pages, that consists of added precautionary measures throughout all aspects of the guest, employee, and vendor experience. We continue to monitor the latest public health guidance from local, state, and national authorities and may modify our protocols and best practices for compliance from time to time.

Our Approach

Industry Leading Disinfection Practices

Highly Trained Teams

Adaptation for Distance and Outdoor Alternatives

Technology Enhanced Spaces

Low Touch Service Offerings

Indoor Gatherings

The way we host events has changed. Our operating standards and safety protocols promote precautionary measures against COVID-19 for our clients, guests, employees, vendors, and staff. These standards and protocols have been developed in accordance with federal and local agency guidelines and laws. Signage will be placed in the front and back of house areas of the venue to ensure that everyone in our space follows these protocols to help us all remain safe.

Air Filtration and Ventilation

- Glasshouses has implemented enhanced maintenance of all HVAC systems by monitoring air flow and changing filters ahead of regularly schedule timeframes
- Ventilation and outdoor air ventilation will be increased to the extent possible with a steady stream of fresh air cycling through the space
- Installed mechanical equipment enables approximately 10 air changes per hour
- Several outdoor spaces with AV connectivity enable clients to provide their guests with alternative outdoor seating options for certain elements of the program

Cleaning Standards

- Glasshouses employees, event staff, and vendors will comply with and exceed CDC and DOH hygiene standards
- All venue-owned china, glassware, and silverware will be disinfected after each use; items will be cleaned wearing medical-grade mask and gloves
- Glasshouses will maintain logs that include the date, time, and scope of cleaning and disinfection
- Restrooms will be cleaned and disinfected regularly
- Glasshouses will provide hygiene stations on site, as follows:
 - Handwashing: kitchens and restrooms will be equipped with soap, warm running water, and disposable paper towels
 - Hand Sanitizing: stations throughout the venue with high touch service areas will be equipped with an alcohol-based sanitizer containing at least 60% alcohol

Protective Equipment

- All venue and vendor staff shall wear face coverings; vaccinated attendees can remove face coverings after check-in / vaccination verification
- Glasshouses will provide employees with masks and maintain an adequate amount for daily usage
- All disposable face coverings shall be discarded after daily use; cloth face coverings must be washed as per OSHA standards

I am invited to an event at a Glasshouses venue, what are my options to satisfy this requirement?

1. Get the New York State Excelsior Pass: Go to <https://epass.ny.gov/home> on your mobile phone or computer, follow the instructions for the Excelsior Pass (not the Excelsior Pass Plus). Once you are verified and receive the QR code, either add it to your smartphone wallet, take a screenshot of it, or print it. On event day upon arrival, present your pass along with a valid photo ID at the door for expedited entry. Note that this option is only available to fully vaccinated patrons (i.e. two doses for Moderna and Pfizer, or one dose for the Johnson&Johnson

vaccine)

2. Present vaccination card at venue: Bring your CDC vaccination card or vaccination record (can be hard copy or electronic scan) to the venue and present it at the door along with photo ID. Note that this is our least recommended option as it prolongs the check in process and creates queues.

What happens if I am not vaccinated or cannot show proof of an approved vaccination?

Unfortunately, you will not be allowed entry to the venue.