

# Group Retreats & Events

JULY 2020

## ARRIVING ONSITE

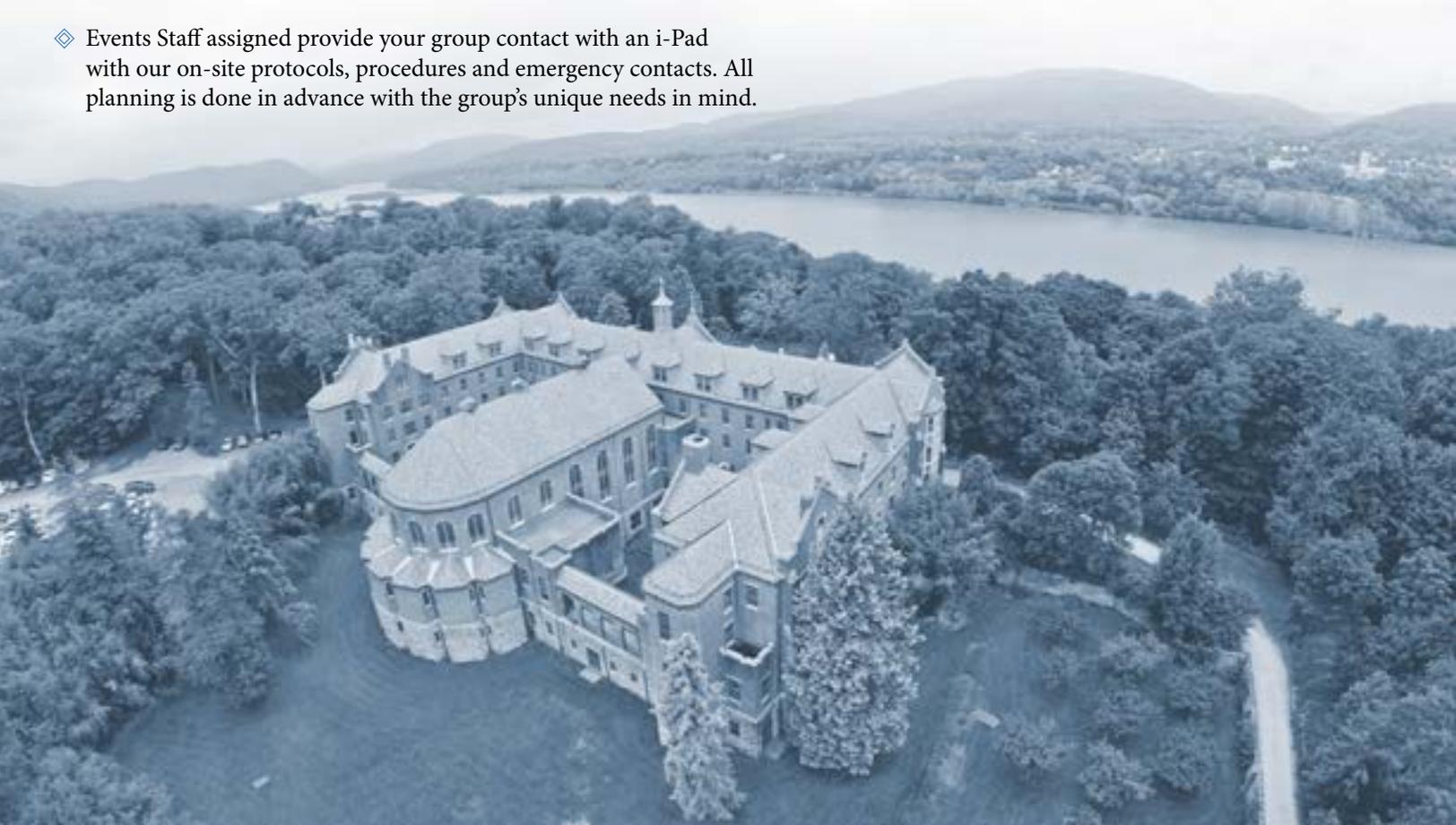
Our dedicated staff is looking forward to welcoming you with new safety and sanitary practices in place due to the COVID-19 pandemic to support the well-being of our guests and team members. We have been training, meeting digitally and putting in place the necessary protocols to continue our commitment to provide an exemplary, hospitable guest and group experience.

We are excited to share that we have recently renovated several key spaces in our 77,000 square foot facility. In addition, our enhanced outdoor spaces on our 95-acre property offer an experience for individuals and groups to meet safely, take meals outside and reflect in beautiful, natural surroundings.

- ◆ Pre-booked van shuttle service for those who need will include limited passengers; a dedicated van driver assigned; and new cleaning protocols in place for each van trip
- ◆ Guest Services booth available for questions or needs; new signage to assist guests; and contactless check-in via arrival text
- ◆ Events Staff assigned provide your group contact with an i-Pad with our on-site protocols, procedures and emergency contacts. All planning is done in advance with the group's unique needs in mind.

## GUEST REGISTRATION & PRE-ARRIVAL

- ☑ Full web registration for sign-up, payments, completing electronic waiver, requesting transportation needs
- ☑ Important arrival reminders sent 48 hours in advance for single bedroom and meeting areas, floor maps, schedules, & what to bring
- ☑ Registration Dept. contact provided for questions or concerns before arriving onsite. New potential SMS text alerts for guests



## OUTDOOR SPACES & USAGE

Our outdoor spaces and grounds are the perfect natural setting for reflective, contemplative programming and guest experiences.

We have enhanced our grounds and property adding outdoor seating areas and tented meal service.

As of July, we are offering day-long programs for small to medium sized groups.

- ◆ New outdoor facility amenities map and hiking/walking trail map on line and on our property kiosk
- ◆ Natural seating wood benches many with outdoor cushions located throughout property, outdoor furniture for groups to use, large gazebo for movement or meditation, labyrinth walking
- ◆ Meals provided under the outdoor tent with seating options throughout the property



## MEETING SPACES & GUEST ROOMS

- ◆ Our large meeting spaces have been reconfigured to promote physical distancing when seated, amplification for sound, enhanced signage and sanitizing stations throughout
- ◆ Guest bedrooms are Single only occupancy with shared rooms upon request only for those traveling together. We use EPA approved cleaning products and diligently following the CDC's best practices for cleaning and disinfecting facility spaces
- ◆ Guest bathrooms have touchless dispensers, light motion detectors, frequent and enhanced cleaning and disinfecting with assigned cleaning staff per floor, showering schedules for guests, & two additional new bathrooms have been installed on our lower level

## FOOD & BEVERAGE

- ☑ Providing our exceptional, nutritious food choices while adhering to strong procedures & practices for food serving, cleaning and sanitizing is our priority. Our exclusive caterer and restaurant owner is a ServSafe certified food provider
- ☑ Various meal options such as grab n' go breakfasts, hot meal bento boxes, bagged lunches, pre-packaged organic snacks, GF food options, and scheduled afternoon teas
- ☑ Re-designed seating arrangements and flow lines in our main dining hall, staggered meal times for groups, outdoor meals taking advantage of the seasons

## GARRISON INSTITUTE'S NEW PROTOCOLS

We have developed various new protocols for our beloved Center, with many being done in coordination with our local officials. The safety of our staff and our guests will continue to be a priority and we will be monitoring closely the guidelines set forth for businesses in our area.



Staff training on safety, revamped facility sanitation, using PPE and new touchless systems being implemented



Cleaning protocols with new EPA-approved disinfectants and cleaners. Focus on high touch guest room and commons spaces



Changing our buffets for meal service without compromising our delicious food options



Enhanced PPE and food service care working with our ServSafe caterer



Physical distancing in our meeting and dining spaces along with various outdoor options



Closely monitoring the health of our dedicated staff employing well-being screenings and checks as permitted by law

The Garrison Institute is continuing to monitor the current health crisis in order to protect the health and safety of our guests and employees. The practices and procedures described in this brochure are subject to change based on evolving developments, legal and regulatory rules and guidance, and our own learning and experience.

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