



Questions from Kinsley Meetings Webinar

So if an attendee gets sick during your event, what is the best protocol?

Based on conversations with hotels it really depends on the hotel and the jurisdiction where the hotel is located. Some have said that the guest will be isolated in their room until a test can be administered, others will send them to a medical facility. Please check with your hotel before leaving home.

For the consent form do we envision industry organizations having these? (i.e. MPI, ILEA, GBTA).

It will depend on the pending legislation that Mike mentioned.

What percentage of increase in operating costs is anticipated? Also food costs are rising dramatically right now. What percentage of increase is anticipated in food costs?

This depends on the hotel you are working with and their cost structure. Before you enter into an agreement with a hotel in the 'near' future ask them to share their pricing for F&B in advance. Some hotels see this as a cost of doing business and may not be charging an upcharge for the short term, others will have different cost structures and will need to pass increases along.

The f&b measures sound like they will require more staff. Are the hotels prepared for this extra level of service and resources needed?

Very dependent on the hotel and location of the hotel. If a hotel is in a city where the phase of recovery is further along then there is a better chance that they will be fully staffed. If it is still in phase one then the question needs to be asked of the hotel beforehand.

What will happen to water stations?

More than likely individual bottled water placed at seats in meeting rooms or some sort of contactless water station and guests are asked to bring their own water bottles. Similar to what you might see at an airport water station that is contactless.

What does a reception look like with social distancing? Is it still worth doing?

More than likely a stand up affair with tables spread out and the use of outdoor locations to allow for additional distancing. Guest wearing masks except when they sip on their cocktail. Hors d'oeuvres on skewers or toothpicks so that guests only touch their piece.

I am interested to talk about the various verticals and how they look different. I handle the video game / esports industry and our outlook for events will be high level. I would love to know how others anticipate their next events and expectations.

For the most part the planners we have spoken with are looking at a hybrid model with decreased face-to-face attendance for late 2020 into early 2021. After spring 2021 the events are anticipated to be at normal or greater attendance levels.

WHO said today that we are not in the second wave but in the middle of the first wave globally. With US cities reopening, what happens when they reopen too soon (many have not met the guidelines for doing so)?

It is really dependent on each location and what happens when they reopen. As of this writing there are no major spikes in the states that have reopened. It will be very much a location by location basis.

Hotels, venues, and airports have all addressed current travel concerns, and I feel that attendees feel comfort in those areas when it comes to travel. That said, I have not seen much when it comes to ground transportation outside of UBER. Have you seen anything from the taxi industry or other public ground transportation providers to ensure the safety of the attendees during the travel process?

For public transportation I would visit the website of the city you are planning on visiting to get the latest information on what they are doing within their transit system. Here is a link to what is going on in Denver - <https://www.rtd-denver.com/coronavirus>

What stage is Colorado in as of gathering size in Hotels and or Exhibit Halls?

Colorado is still considered to be in Stage 1

Will the venue provide the hand sanitizer, barriers, staff to count to ensure limits, etc. or will the group need to incur these costs?

That will depend on the venue you are planning on using. Our experience in early March was that venues were providing sanitizer throughout their properties. Barriers at front desks, for example, will certainly be provided by the hotel. For private space, like registration areas, but you should ask in advance to confirm.

How will we address shared spaces between groups? What if my protocols are different than another group in house?

Great question! The conversation needs to take place with the venue in advance to see if there are other groups that will be in house when your group is scheduled. Then the question of how the separation will occur needs to be answered. Some hotels located where the group size is still limited will possibly need to assess whether they can accommodate both groups. And there should certainly be conversation around scheduling start times, meal/coffee times and end times to avoid crowding in foyers and elevators.

Would you consider using apps to control the flow of attendees including from sessions to breaks?

Not sure if this is available at this point. There was talk of wearables that let you know when you are within 6 feet of another person wearing one. These may be beyond the budgets of some groups and within the budget of others.

Is there a % recommended for the number of people allowed in an exhibit hall space based on the square feet?

Dependent on the location of the venue and what stage of reopening that area is experiencing. It is all changing so quickly that from one day to the next it might increase 50%.

Most models I've seen address convention / meeting floor dynamics once people are in place. The ingress / egress process for say a convention floor as little as 100 when there is a lunch break, becomes an instant bottleneck. Thoughts on the movement of people.

One way traffic will be very important and the possibility of staggering movements so that large groups don't overlap all at one time. Say, breakout 'A' moves at 11:45am to lunch; breakout 'B' at 11:55 am and so on. More time will need to be allowed for movements.

When buyers/suppliers are moving between every appointment, how do you layer in scheduling of appointments to reduce the additional floor foot traffic at a meeting focused event?

One way traffic is part of the process along with staggered to/from times for breaks and meals. More time will need to be allotted for breaks and meals.

What can we expect from medical groups attendance?

Very dependent on the ability of the attendees to travel. Will they need to be quarantined? Will they be allowed to travel by their employers or will they need to stay close to home in case there is a spike? These are all questions that need to be answered before we can answer the attendance question.

Has anyone on this Zoom actually attended a live meeting yet?

Not yet 😊. Allison is heading to a meeting at the end of July.

Does anyone know how we are getting the positive messaging we are hearing on this session out to the mass public?

Please share on LinkedIn, Instagram and FB. The mainstream media is not much interested in talking to guests like Mike, and he has tried.

Are the event planners, who have programs scheduled in 2020, planning to have their legal team review each meeting before it's executed?

All of our Kinsley Meetings' clients have had their agreements reviewed by our team and their own legal counsel. We recommend it.

Isolating the hotspot, how do we see that in our global industry where attendees come from all over to area where it may be under better control?

That is the bugaboo when it comes to larger gatherings. Initially we see smaller, local/regional gatherings where guests drive to the venue.

If a mass gathering is limited to 250 people, is that total in the venue or per room?

That is dependent on the local rules/guidelines for the venue you are working with at the time.

With the social distancing, are planners finding venues working with them regarding additional space vs. contracted space or will hotels charge for meeting space?

In most cases the venues are working with planners to adjust space needs, room sets, and F&B attrition consequences. We also know of a few that are not, unfortunately.

Anybody defining "short period" yet?

We like to think that through the end of the year is the 'short period', but have not seen it defined by the government or any health agencies.

When do you expect to go back to the employment rate we enjoyed before Covid-19 and what additional skills will be needed?

That is the \$64,000 question and there is no answer at this point, but if you come up with one please share with the rest of us 😊.

I had a building tell me they are getting rid of tablecloths. What about other venues? I assume F&B would require these.

We think it will depend on the cleaning protocols for each venue. We have heard both ways

Will hotels and venues begin to get creative with outdoor space they wouldn't typically use for meetings and events?

Absolutely! We see this already with some of our clients and what they are doing for their fall meetings. Smaller breakout groups using outdoor patios with social distancing.