



Cinnamon Care

THE CINNAMON STANDARD FOR CARE AND CLEANLINESS

BANQUETS

Cinnamon
HOTELS & RESORTS

As you prepare for your next event, we have implemented protocols that are aligned with Government and World Health Organization guidelines to ensure our social interactions and behaviours are safe for all.



What to expect when you book an event at a Cinnamon hotel



- There will be a maximum number of guests per banquet venue which will be in line with government regulations
- A dedicated account manager is allocated as the contact point for every booking. Guests are encouraged to make prior appointments for discussions and show-arounds
- Three persons may attend appointments on-site at a time, and may not exceed one hour, although we encourage communication on email, phone, WhatsApp or other platforms to the extent possible
- Banquet packages, checklists and guidelines will be handed over to guests or emailed as preferred. All information must be provided along with menu selection prior to the final discussion date

- Compliance with the Government's regulations is mandatory therefore guests should adhere to seating arrangements and table plans, social distancing during the serving of food, etc.
- Certain services will be curtailed such as dance floor, mobile bar, gatherings in smoking areas, etc.
- When making payments, guests should inform their account manager who will facilitate
 - › Collection by cash / card made direct to the front office cashier,
 - › A link for online payments sent via email or,
 - › Provide the hotel's bank details for fund transfers.
- The hotel should receive a full guest list, details of event planner, wedding planner, co-ordinators and suppliers 72 hours prior to the event
- Guest lists should be in alphabetical order and should match the name on the invitation. Floor layouts will be shared to indicate table placements with seating
- Supplier lists should include full name, NIC number and vehicle number
- The hotel will provide a document on **Supplier Vendor Conduct** and **COVID-19 Standards and Compliance** which need to be signed and returned
- On the day of the event, valet parking services will not be available
- All attendees will be subject to temperature checks
- The changing room provided for the bridal party will accommodate a maximum number in keeping with social distancing requirements
- We encourage guests to greet each other with the traditional *Ayubowan*, and refrain from shaking hands and hugging
- While social distancing should always be complied with at the venue, at food counters, etc. guests are encouraged to adhere to the seating arrangements and table plans
- In compliance with the criteria for social distancing, there will be no liquor bar, dance floor or group photographs
- A request can be made prior to the hotel at the discretion of the host for a first-dance, father-daughter dance, etc. for weddings or homecoming ceremonies

Cinnamon Care - Our Standard for Care and Cleanliness

A holistic approach is taken to sanitation across all hotel spaces. Enhanced measures include high frequency cleaning and disinfection of guest areas, use of approved disinfectants against the COVID-19 virus and other bacteria, compliances for supply chain deliveries, and cleaning protocols for culinary and housekeeping areas. We've also made modifications to limit contact and maintain the required distance stipulated for social distancing through seating arrangements in event spaces, public areas and restaurants.

Thank You!