



Mohegan Sun's Operational Framework for Groups and Meetings

With the health and safety being the top priority for all our team members and guests, we will continue to work with the Mohegan Tribal Health Department, Centers of Disease Control (CDC) and Connecticut State Department of Public Health to monitor updates of health and safety guidelines, evaluate, and make necessary changes appropriate to our protocols and procedures with their guidance.

As your partner in meetings and events we are doing everything we can to ensure the safety of our team members and guests. As we navigate these uncharted waters together with global travel restrictions and extra attention to prevention we too understand that the **show must go on**; but, with some changes to what was our norm. We are here to assist you to keep your meeting objectives and success of your events. Our world during this time is constantly evolving, as it does, we will adjust this framework as we move forward. We are in this together navigating the future of meetings and events.

What makes Mohegan Sun uniquely positioned to handle your event during this time?

- As a Tribal Nation we have our own Health, Fire, Police & EMS departments located adjacent to the resort and on-site daily.
- Location is easily accessible for attendees to drive in from the Northeast with complimentary parking.
- 275,000 square feet of indoor meeting space provides a footprint that allows multiple sets to facilitate social distancing.
- Resort layout allows all guests to travel from their guestrooms or hotel lobbies into our two Convention Centers without having to enter the casino.
- Ample bandwidth for any web broadcast or digital/virtual component from both convention centers.
- Ability to accommodate varied culinary tastes with multiple restaurant facilities on-site with seating floor plans revised to accommodate social distancing.
- Guestrooms, function space and restaurants all under one roof provides clarity on safety and sanitation standards and procedures.

Mohegan Sun Property Wide Initiatives:

- UV Light disinfecting technology partially installed in majority of resort air handlers, completion scheduled for Fall for 2020.
- Air handler exchange changed from mixture of recycled and fresh air mixture to 100% fresh air.
- Working closely with the Mohegan Tribal Health Department for the health and safety to all.
- All Mohegan Sun team members and guests to be thermal temperature scanned on arrival at all entrances.
 - Any guest or team member that has a temperature of 99.9 degrees or higher will be asked to go through the thermal scan a second time to confirm. If they are confirmed to have a fever they will not be allowed entry to the property.
 - Group attendees with confirmed temperature of 99.9 degrees or higher to take the following steps in the following document: [What happens if an attendee has a fever upon arrival.](#)
- For all Mohegan Sun Team Members:
 - Mohegan Tribal Health Department Questionnaire provided and reviewed prior to return to work.
 - Receive extensive ongoing training on health and safety measures
 - Providing practical personal safety measures/behaviors in effort to remain healthy
 - Providing information on the many different cleaning and disinfecting initiatives from a company perspective as well as their responsibility to help stop the spread.
 - Mohegan Sun team members with confirmed temperature of 99.9 degrees or higher must stay out of work for:
 - At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g. cough, shortness of breath); and,
 - At least 10 days have passed since symptoms first appeared.
 - If a team member comes ill, observed to be ill or calls out they will be sent home or remain home. The team member will then be contacted by Human Resources to check in and provide any assistance regarding wellness. Team members may not return to work if presenting with Covid-19 symptoms until cleared to do so after consultation with the Mohegan Tribal Health Department.
 - As of August 2020 Mohegan Sun has implemented a contact tracing assistance application for team members in partnership with PWC. In the event a team member was found to have COVID-19 this application will assist in knowing whom they were in contact with to reduce the spread of the virus.
- All public areas and back of house to be kept sanitized and disinfected throughout with hyper attention including but not limited to frequent contact surfaces such as:
 - Public seating areas
 - Restrooms
 - Elevator buttons
 - Escalator Handrails
 - Stairwells
- Personal protective equipment (PPE) including face masks are mandatory on property for guests, and all Mohegan Sun team members PPE will be required as part of their uniform including masks.
- Physical distancing instituted throughout property. For example:
 - Floor markers at 6' distance at all line queue locations
 - Furniture removal for 6' distancing
 - Every other sink and urinals in bathrooms in operation
 - Elevators recommended that only 4 people should be in an elevator at a time.
- Plexiglass will be placed between Mohegan Sun team members and guests at front desk and other guest transactional locations.

- Sanitation stations for guests – Purell hand sanitation stations readily available including entrances.
- All push button operating doors will be placed in the hold open setting and signs directing patrons to utilize open doors
- Front and back of house signage displaying CDC safety guidelines.
- Mohegan Sun Team Member responsible comply with CDC hygiene protocol.
- Management team to hold daily pre-shifts that reinforce proper PPE and sanitation procedures.
- Complimentary self-parking with all guest arrivals.
- Luggage drop location available for hotel guests prior to self-park.
- All transportation arranged through Mohegan Sun to be disinfected after each transfer.
- Hotel:
 - Guests have the ability to check in remotely utilizing our kiosks located in the hotel lobby.
 - For guests choosing to utilize the Front Desk, queue stanchions in 6’ intervals will provide appropriate social distancing.
 - Front Desk will utilize every other workstation with increased disinfecting protocols.
 - Plexiglass installed between front desk agent and guest.
 - Hotel keys will be disinfected before issuance at the time of check-in.
 - Bell carts will be disinfected after each use.
 - Express check out via in room TV and key drop boxes, receipts will be emailed.
 - Posted signage at all elevators noting social distancing guidelines.
 - Pools, gyms and ice machines temporarily unavailable.
 - Common touch points on hotel floors disinfected on every shift.
 - Increased disinfecting of Hotel Stairwells every 2 hours during House-Attendant’s shift.
 - Hand sanitizer stands will be placed near elevator landings on each floor.
 - Elevator landing buttons will be disinfected frequently by the House-Attendant.
- Guestroom and Housekeeping Service:
 - Hotel rooms will be cleaned and disinfected prior to guests’ arrival using fog/spray disinfectant including on all soft surfaces: sheers, curtains, shower curtains, bed spread, sofa, chairs and desk chair, carpet, headboards.
 - Multiple night stay housekeeping service available only at request.
 - Turndown service temporarily discontinued.
 - Paper collateral removed from guestrooms.
 - Extra blankets and pillows available on request only.
 - Glassware and Mugs replaced with disposable ware in guestrooms. Ice available on request.
 - Remote controls disinfected then wrapped in plastic sleeve with sanitization sticker to seal.
 - Disinfected iPad will provide in-room dining options.
 - Hotel Housekeeping staff to wear proper PPE daily:
 - Wear approved masks
 - Wear gloves at every exchange and opportunity.
 - Wash hands at every exchange and opportunity.

- Restaurants, Bars & Room Service:
 - Open restaurants and bars will reduce seating to allow for physical distancing during dining.
 - Sanitation throughout restaurant ongoing, including tables and chairs between uses.
 - Takeout available.
 - Outdoor dining areas added for guests to enjoy takeout.
 - Single use menus or multiple use menus disinfected after each use.
 - Condiments to be served in single use containers.
 - Check presenters disinfected after each use.
 - Tables not set until guest arrival.
 - In room dining to be left outside of the hotel room, and requested guests to leave in room dining outside room when completed.
 - Smoking will not be permitted.

Group Specific Initiatives:

- Capacity charts and meeting sets to allow for room layouts with social distancing based on availability.
- Hand Sanitation Purell stations throughout property including both convention centers.
- Disinfecting of conference rooms overnight before events, and during group breaks as time allows with disinfecting spray and/or foggers.
- Frequent common space sanitation of high contact surfaces including but not limited to restrooms, door handles, escalator hand rails, elevator buttons, sitting area sanitizing (chairs and tables).
- Conference Center restroom staffing for disinfecting during conference events
- Banquet team members will have PPE and sanitize during set up, refreshes and all catered events.
- Group registration to have queue with 6' markers on floor or stanchion for social distancing.
- Sanitation of shared AV Equipment between speakers
- Audio Visual – we realize that some people will not be able to attend due to personal circumstances and concerns over Covid-19. Our in house Audio Visual company, PSAV, provides solutions to facilitate a virtual event component as part of your event that includes:
 - Video Conferencing: Two-way real time communication.
 - Webcasting & Recording: Broadcast to a large, dispersed audience.
 - Simultaneous Interpretation: Interpretive services so presenters and attendees understand each other in real time.
 - Hybrid Events and more.

Banquets & Catering:

All food & beverage functions will be set up with social distancing spacing where ever a queue may occur. Special menu available to assist in planning catered events during Covid-19, to see this menu please use the following document: [Mohegan Sun Social Distancing Adapted Banquet Menus](#).

Breakfast Options:

- Box Breakfasts
- Served Plated Breakfast
- Breakfast Sandwiches

Coffee Breaks:

- Server attended coffee station
- Individually packaged food items

Lunch Options:

- Box Lunches
- Served Plated Lunch
- Server Attended Buffet or Action Station

Reception & Dinner Options:

- Served Plated Dinners
- Server Attended Buffet or Action Station
- Custom Small Plates Stations available, please contact your Convention Services Manager for recommendations.

Capacity Charts with Social Distancing:

Sky Convention Center:

MOHEGAN SUN - SKY CONVENTION CENTER - UNCAS BALLROOM											
SOCIAL DISTANCING CAPACITIES CHART											
When Capacity Includes Standard Audio Visual: (*Large Salons = LCD Projector set 22' from Screen) (**Small Salons = LCD Projector set 15' from Screen)					12' aisles & limit number of people as noted for reception at the same time		Including Standard Audio Visual		No Audio Visual	* = Capacity with Standard Audio Visual	No Audio Visual
Meeting Room	Dimensions				Exhibits 8x10	Exhibits 10x10	1 chair per 6' table			2 chairs per 6' round	6' distance
	Sq. Ft	Width	Length	Ceiling Heights			Theater or Schoolroom	U-Shape	Hollow Square	Crescent Rounds	Reception
Uncas Ballroom*	36,556	152	240.5	23'	200	164	860	99	120	432*	1,015
Salon A W/O Corridor*	7,342	152	48.3	23'	37	26	162	49	54	72	203
Salon A*	9,774	152	64.3	23'	45	37	216	52	60	96	271
Salon B*	8,436	152	55.5	23'	38	24	189	51	58	96	234
Salon C*	8,436	152	55.5	23'	38	24	189	51	58	96	234
Salon D W/O Corridor*	7,342	152	48.3	23'	37	26	162	49	54	72	203
Salon D*	9,774	152	64.3	23'	45	37	216	52	60	96	271
Salon A1**	2,333	48.3	48.3	23'	11	8	42	18	24	32	64
Salon A2**	2,671	55.3	48.3	23'	11	8	42	20	26	32	74
Salon A3**	2,333	48.3	48.3	23'	11	8	42	18	24	32	64
Salon B1**	4,218	76	55.5	23'	19	18	84	27	34	48	117
Salon B2**	4,218	76	55.5	23'	19	18	84	27	34	48	117
Salon C1**	4,218	76	55.5	23'	19	18	84	27	34	48	117
Salon C2**	4,218	76	55.5	23'	19	18	84	27	34	48	117
Salon D1**	2,333	48.3	48.3	23'	11	8	42	18	24	32	64
Salon D2**	2,671	55.3	48.3	23'	11	8	42	20	26	32	74
Salon D3**	2,333	48.3	48.3	23'	11	8	42	18	24	32	64
Salon A, B & C*	28,044	152	176.3	23	147	119	600	75	98	312*	779
Salon B, C & D*	28,044	152	176.3	23	147	119	600	75	98	312*	779
Salon A & B*	18,194	152	119.7	23'	95	84	380	63	80	192*	505
Salon B & C*	17,024	152	112	23	87	64	338	63	80	192*	472
Salon C & D*	18,194	152	119.7	23'	95	84	380	63	80	192*	505
Salon B1 & C1*	8,512	76	112	23'	37	33	180	43	54	108	236
Salon B2 & C2*	8,512	76	112	23'	37	33	180	43	54	108	236
Salon A1 & A2*	5,009	103.7	48.3	23'	24	17	96	36	42	64	139
Salon A2 & A3*	5,009	103.7	48.3	23'	24	17	96	36	42	64	139
Salon D1 & D2*	5,009	103.7	48.3	23'	24	17	96	36	42	64	139
Salon D2 & D3*	5,009	103.7	48.3	23'	24	17	96	36	42	64	139
Corridor - West	1,520	152	10	23'	Above represents maximum exhibits						
Corridor - East	1,520	152	10	23'	without F&B						
Pre-function	11,032	260.8	42.3	25'							306

MOHEGAN SUN - SKY CONVENTION CENTER - LOBBY LEVEL MEETING ROOMS SOCIAL DISTANCING CAPACITIES CHART										
When Capacity Includes Standard Audio Visual: LCD Projector is set 8' from screen					Including Standard Audio Visual		No Audio Visual		Standard Audio Visual	No Audio Visual
Meeting Room	Dimensions				1 chair per 6' table				2 chairs per 6' round	6' distance Reception
	Sq. Ft	Width	Length	Ceiling Heights	Theater or Schoolroom	U-Shape	Hollow Square	Conference	Crescent Round	
Wampanoag	840	27.0	31.1	9'	12	9	12	10	8	23
Oneida	811	27.0	30.0	9'	12	9	12	8	8	22
Penobscot	811	27.0	30.0	9'	12	9	12	8	8	22
Passamaquoddy	841	27.0	31.1	10'	12	9	12	10	8	23
Brothertown	871	28.0	31.1	10'	12	9	12	10	8	24
Stockbridge	281	14.1	20.0	8'	4	3	4	6	2	7
Montauk	300	15.0	20.0	8'	4	3	4	6	2	8
Shinnecock	866	27.0	32.0	9'	12	9	12	10	8	24
Shinnecock 1	409	27.0	15.1	9'	6	7	8	8	4	11
Shinnecock 2	408	27.0	15.1	9'	6	7	8	8	4	11
Nipmuc	866	27.0	32.0	9'	12	9	12	10	8	24
Nipmuc 1	408	27.0	15.1	9'	6	7	8	8	4	11
Nipmuc 2	408	27.0	15.1	9'	6	7	8	8	4	11
Narragansett	949	27.1	35.0	10'	12	9	12	10	8	26
Narragansett 1	462	27.1	17.1	10'	6	7	8	8	4	12
Narragansett 2	462	27.1	17.1	10'	6	7	8	8	4	12
Abenaki	1,456	26.0	56.0	10'	27	15	18	16	16	40
Nehantic	896	27.1	33.1	10'	15	9	12	10	8	24
Pequot	869	27.1	32.1	10'	12	9	12	10	8	24
Paugussett	562	18.1	31.1	10'	8	8	10	10	6	15
Schaghticoke	1,145	26.0	44.0	10'	21	13	16	14	12	31
Oneida/Penobscot	1,404	54.0	26.0	9'	30	17	20	18	16	39
Passamaquoddy/Brothertown	1,432	55.1	26.0	10'	30	17	20	18	16	39
Shinnecock/Nipmuc	1,407	54.1	26.0	9'	27	17	20	16	16	39
Nehantic/Pequot	1,431	26.0	55.0	10'	30	17	20	18	16	39
Pequot/Paugussett	1,199	26.0	46.1	10'	24	15	18	14	16	33
Nehantic/Pequot/Paugussett	1,926	74.1	26.0	10'	42	23	26	24	24	53
Delaware Boardroom	449	16.0	28.1	9'		N/A	N/A	8		N/A
Pre-function	4,922			10'						136

Earth Convention Center:

MOHEGAN SUN - EARTH EXPO & CONVENTION CENTER											
SOCIAL DISTANCING CAPACITIES CHART											
	Dimensions				12' aisles & limit number of people as noted for reception at same time	* = Capacity with Standard Audio Visual					
						1 chair per 6' table				2 chairs per 6' round	6' distance
Meeting Room	Sq. Ft	Width	Length	Ceiling Height	Exhibits 10x10	Theater or Schoolroom	U-Shape	Hollow Square	Conference	Crescent Rounds	Reception
Expo	112,108	211	602	22' - 30'	500	1104*				816*	3,114
Expo Foyer	7,142	115	86	17'							198
Earth Ballroom	17,902	107	178	17'	80	400	63	78		100	497
Earth Ballroom A	9,037	107	90	17'	40	180	37	50		48	251
Earth Ballroom B	8,865	107	91	17'	40	180	37	50		48	246
Earth Ballroom Pre-Function	3,287	34	121	17'							91
Gateway	4,368	24	182	17'	20	58					121
Terrace	3,500	35	100								97
Spring Meeting Rooms											
Corn Planting	489	19'8"	26'2"	10'		8	8	8	6	4	13
Maple Sugar	488	19'8"	26'4"	10'		8	8	8	6	4	13
Strawberry	489	19'8"	26'	10'		8	8	8	6	4	13
Corn Planting / Maple Sugar	977	19'8"	52'	10'		18	16	18	14	10	27
Strawberry / Maple Sugar	977	19'8"	52'	10'		48	16	18	14	10	27
Corn Planting / Maple Sugar / Strawberry	1,465	19'8"	78'6"	10'		29	24	16	22	16	40
Peeping Frog	727	27'10"	27'8"	10'		12	9	12	6	8	20
Summer Meeting Rooms											
Thunder / Harvest / Hot Suns	2,644	38'	77'	10'		48	23	26	20	30	73
Thunder	884	38'	26'2"	10'		18	9	10	8	10	23
Thunder 1	457	17'7"	26'2"	10'		8	6	8	6	4	12
Thunder 2	427	18'2"	26'2"	10'		8	6	8	6	4	11
Thunder / Harvest	1,822	38'	52'6"	10'		42	18	20	14	20	50
Harvest	938	38'	27'	10'		23	9	12	8	10	26
Harvest 1	469	19'1"	26'4"	10'		8	8	8	6	4	13
Harvest 2	469	19'1"	26'4"	10'		8	8	8	6	4	13
Harvest / Hot Suns	1,760	35'3"	50'4"	10'		42	18	20	14	20	48
Hot Suns	822	35'3"	24'	10'		18	9	10	8	10	22
Hot Suns 1	409	19'1"	24'	10'		8	6	8	6	4	11
Hot Suns 2	413	19'1"	24'	10'		8	6	8	6	4	11
Fall Meeting Rooms											
Falling Leaves	530	20'4"	28'10"	10'		8	8	8	6	4	14
Hunting	468	18'	26'	10'		8	8	8	6	4	13
Winter Meeting Rooms											
Wolf Boardroom	1,113	19'2"	56'5"	11'					14		
Cold Moon Pre-Function	337	17'2"	19'6"	11'							9
Snow Wading	469	19'3"	24'4"	11'		8	8	8	6	4	13
Beaver	575	36'3"	15'10"	11'		8	8	8	6	6	15