### The Guest Experience

**Designated Entrance**
Attendees will enter our facility through one designated entrance and will be subject to screening. We will require that visitors wear a mask and ask that they use hand sanitizer.

**Directional Signage**
Signage, including floor markings and digital signs, will be displayed throughout our centre outlining safety protocols. Attendees will be advised on how to wear PPE and practice safe physical distancing.

**Enhanced Sanitizing**
The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact touch points.

**Meeting Rooms and Exhibit Halls**
Set ups for all meeting rooms have been revised to ensure that physical distancing guidelines and other Ministry of Health recommendations are diligently followed.

**Food and Beverage**
Single points of entry or one-way traffic zones will be implemented for most food & beverage services. Service areas will be clearly marked for appropriate physical distancing, supervised and directed by management and staff.

**Parking**
Onsite parking is available. Frequent touch points in both garages will be sanitized frequently and touchless payment is encouraged.

**Washrooms**
Washrooms have been safely revised to limit the number of stalls and sinks available at a time. Signage and decals are clearly marked throughout.

**Elevators and Escalators**
Signage will be posted outside each elevator and escalator indicating the maximum number of attendees permitted and specific physical distancing protocols.

**Retail Spaces**
Occupancy limits will be enforced in retail spaces to allow for appropriate physical distancing. Touchless payment is encouraged.

**Increased Air Circulation**
The volume of fresh air intake has been increased significantly and regular air quality testing will ensure maximum fresh air exchange.

**Water**
Bottle refilling stations will be available in pre-function spaces, however water drinking fountains will be disconnected. Personal refillable water bottles are encouraged.

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**Welcome back!**

Things may be different, but our dedication to our community, our customers and our industry remains the same. Our facility is committed to ensuring the health and safety of all visitors, employees, and contractors.

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[mtccc.com/onward](http://mtccc.com/onward) for more information.