

Dear Meeting Planner:

We look forward to welcoming your group to the Dallas/Plano Marriott at Legacy Town Center.

We acknowledge that the novel coronavirus (COVID-19) is at the top of the minds of many of our travelers. Currently, there are no travel restrictions within the United States.

We are sharing the following information to ensure that your attendees have the information they need to plan their stay with us and are aware of our efforts to provide for a safe and healthy stay.

The wellbeing of our guests and associates is of paramount importance. Our leadership team is closely monitoring the [Centers for Disease Control and Prevention](#) (CDC), [World Health Organization](#) (WHO) and local health department on regular basis to remain abreast of all updates regarding COVID-19 and ensuring that we are following their recommendations on the appropriate health and safety measures.

We take hygiene and cleanliness very seriously. We have well-established hygiene standards and daily cleaning procedures for the hotel to address both general cleanliness and disinfection. In addition, it is our standard practice to provide ongoing guidance to our hotel teams to promote safety and well-being through awareness, training and the use of everyday preventative practices.

We recognize that the COVID-19 virus has required all of us to be more thoughtful as we go through our daily activities. Our associates are expected to follow the CDC recommendations for everyday preventive actions to help prevent the spread of the disease. We encourage you to share these practices with your team and your attendees. These include:

- All hotel team members will be provided Personal Protective Equipment (PPE) and enhanced training
- Avoid close contact with people who are sick
- Observe the 6 feet of social distancing
- Avoid touching your eyes, nose, and mouth
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing
- To ensure contact-free check-in and room access, you can use Plano Marriott's Mobile Key which allows guests to check in and enter their rooms using their smartphones.
- Plano Marriott Legacy Town Center added Sanitizing Stations to all key high traffic areas
- We have increased frequency of cleaning and disinfecting in the high traffic areas
- Marriott International has partnered with Ecolab and developed specific Covid-19 cleaning check lists for all areas of hotel
- We have adjusted capacity charts for all meeting rooms, to allow attendees to practice safe social distancing
- We have developed catering menus to add attendants to buffets, to eliminate self-serve stations
- We have expanded our "Box Lunch" catering menu to offer attendees a faster and more efficient way to get breakfast, lunch or dinner, with minimal contact to other attendees and staff

Your business is important to us. We greatly value our relationship and we are committed to your team and your attendees. We will continue to keep a close watch on the latest developments related to COVID-19 and will follow the guidance of government and public health officials.

We look forward to welcoming you and your guests to our hotel and partnering with you to make your event a success.

Sincerely,

Katie Ocampo
Destination Sales Executive
Dallas/ Plano Marriott at Legacy Town Center

Ira Schoonhoven
Director of Event Management
Dallas/ Plano Marriott at Legacy Town Center