



GLASSHOUSES

COVID-19 Vaccination FAQ and Operating Standards

Reimagining unforgettable events, prioritizing safety, and leading hospitality practices



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Our world continues to evolve and we must evolve with it. We closely monitor developments and governmental guidance around COVID and adjust our operations standards accordingly to be above compliant. We value the health and happiness of our team, our guests, our partners, and our community—and therefore have prepared the following guide for your reference as you prepare to join us for an event.

Our Commitment to You

During this time, our approach to hosting and attending events has changed. However, our venues' capabilities, our outstanding staff, and our commitment to health remains the same, so we are excited to provide you with an unforgettable experience that still incorporates protocols that enhance health and safety. Our commitment to you is to maintain safe spaces and a welcoming environment. We have consulted with several experts to create operating standards and safety protocols with health and safety as top priorities without sacrificing our hospitality-rooted ethos. "In an abundance of caution" has become our mindset and we have taken this challenge as an opportunity to fine tune our operations and offerings to reflect this mindset.

Our Commitment to our Team Members

Our company would be nothing without our team members, and their health and safety is of the utmost importance. As we reopen, we are taking the following steps to make sure that our team stays safe and healthy:

- Enacting a work from home policy when possible
- Requiring event staff (GH Employees) to present proof of vaccination and a negative COVID test weekly
- Encouraging employees who feel sick to stay at home, providing an enhanced sick leave policy
- Requiring PPE to employees and providing them with extensive training in line with CDC guidelines

As you prepare to experience an event at one of our venues, the following memo is meant to help you navigate some of these enhanced protocols and government directives that we have incorporated into our way of doing business to ensure the safety of all. This applies to both of our venues, The Glasshouse (660 12th Avenue) and Glasshouse Chelsea (545 W 25th Street). If you have any questions, comments, or concerns, please feel free to call us at 212.242.7800 or email us at verifyvax@theglasshouses.com. More information can be found at www.theglasshouses.com

We look forward to facilitating the truly special moments that are most meaningful, with both safety and confidence as our top priority.

Safety Protocols and Best Practices

Glasshouses has implemented enhanced health and hygiene protocols, in line with CDC and local guidelines, to provide you with peace of mind during your visits to our venues. We have developed a comprehensive, enhanced cleanliness and sanitation plan, outlined on the following pages, that consists of added precautionary measures throughout all aspects of the guest, employee, and vendor experience. We continue to monitor the latest public health guidance from local, state, and national authorities and may modify our protocols and best practices for compliance from time to time.

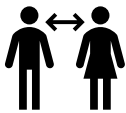
Our Approach



Industry Leading Disinfection Practices



Highly Trained Teams



Adaptation for Distance and Outdoor Alternatives



Technology Enhanced Spaces



Low Touch Service Offerings

Indoor Gatherings

The way we host events has changed. Our operating standards and safety protocols promote precautionary measures against COVID-19 for our clients, guests, employees, vendors, and staff. These standards and protocols have been developed in accordance with federal and local agency guidelines and laws. Signage will be placed in the front and back of house areas of the venue to ensure that everyone in our space follows these protocols to help us all remain safe.

Air Filtration and Ventilation

- Glasshouses has implemented enhanced maintenance of all HVAC systems by monitoring air flow and changing filters ahead of regularly schedule timeframes
- Ventilation and outdoor air ventilation will be increased to the extent possible with a steady stream of fresh air cycling through the space
- Installed mechanical equipment enables approximately 10 air changes per hour
- Several outdoor spaces with AV connectivity enable clients to provide their guests with alternative outdoor seating options for certain elements of the program

Vaccine Requirements and New Operating Standards

To ensure the health and safety of our guests, employees, and vendors, we have enhanced our hygiene and cleaning standards to incorporate additional layers of protection further than those recommended in CDC, DOH, and local guidelines. Our cleaning and disinfection program includes increased frequency of high traffic and high touch areas, such as doors, elevators, and restrooms.

Starting August 17, 2021, Key to NYC mandates that all people 12 and older be required to show proof at least one dose of a COVID-19 vaccine authorized for use by the FDA or WHO. Here are answers to the most frequently asked general questions around the executive order. All staff for the venue, production companies (audio/video/lighting), and third-party vendors (caterers, designers, entertainment, etc), clients and guests must submit proof of vaccination in order to attend an event at a Glasshouses venue (both The Glasshouse - 660 12th Avenue and Glasshouse Chelsea - 545 W 25th Street).

Frequently asked questions:

I am invited to an event at a Glasshouses venue, what are my options to satisfy this requirement?

First, make sure you've had at least one approved dose of the vaccine. Then choose one of the three options below that works best for you:

1. Pre-verify with venue (*recommended*): send a scanned copy of your proof of vaccination and an acceptable form of identification to verifyvax@theglasshouses.com. Upon review and approval, you will receive a QR code to present upon arrival to the event for the fastest entry into the venue. This QR code is unique to you, can only be scanned once, and will be verified on site. (Note that your data will never leave our secure server. Your information will not be shared with any third parties. Records will be permanently erased 28 days following the event.)
2. Get the New York State Excelsior Pass: Go to <https://epass.ny.gov/home> on your mobile phone or computer, follow the instructions for the Excelsior Pass (*not the Excelsior Pass Plus*). Once you are verified and receive the QR code, either add it to your smartphone wallet, take a screenshot of it, or print it. On event day upon arrival, present your pass along with a valid photo ID at the door for expedited entry. Note that this option is only available to fully vaccinated patrons (i.e. two doses for Moderna and Pfizer, or one dose for the Johnson&Johnson vaccine)
3. Present vaccination card at venue: Bring your CDC vaccination card or vaccination record (can be hard copy or electronic scan) to the venue and present it at the door along with photo ID. Note that this is our least recommended option as it prolongs the check in process and creates queues.

What happens if I am not vaccinated or cannot show proof of an approved vaccination?

Unfortunately, you will not be allowed entry to the venue.

What if I have a disability or religious belief that prevent me from attaining a vaccine?

If this is your case, then the Venue will make its best effort (but cannot guarantee) to provide reasonably alternative accommodations, such as an outdoor seat with a mask. For more information, please contact your event host.

Vaccine Information

Where can I learn more about the COVID-19 vaccine?

The COVID-19 vaccine is readily available and free. Learn more at nyc.gov/covidvaccine or by calling 311.

Where can I be vaccinated?

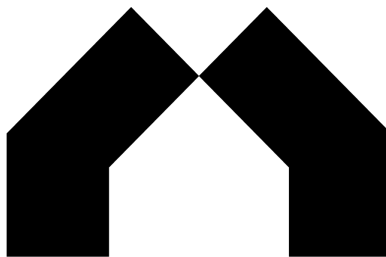
To find a vaccination site go to Vaccine Finder (nyc.gov/vaccinefinder) call 877-VAX-4NYC (877-829-4692) to find a location near you or schedule an appointment.

Cleaning Standards

- Glasshouses employees, event staff, and vendors will comply with and exceed CDC and DOH hygiene standards
- All venue-owned china, glassware, and silverware will be disinfected after each use; items will be cleaned wearing medical-grade mask and gloves
- Glasshouses will maintain logs that include the date, time, and scope of cleaning and disinfection
- Restrooms will be cleaned and disinfected regularly
- Glasshouses will provide hygiene stations on site, as follows:
 - **Handwashing:** kitchens and restrooms will be equipped with soap, warm running water, and disposable paper towels
 - **Hand Sanitizing:** stations throughout the venue with high touch service areas will be equipped with an alcohol-based sanitizer containing at least 60% alcohol

Protective Equipment

- All venue and vendor staff shall wear face coverings; vaccinated attendees can remove face coverings after check-in / vaccination verification
- Glasshouses will provide employees with masks and maintain an adequate amount for daily usage
- All disposable face coverings shall be discarded after daily use; cloth face coverings must be washed as per OSHA standards



GLASSHOUSES

**THE
GLASSHOUSE**

660 12th Avenue • New York, NY 10019

**GLASSHOUSE
CHELSEA**

545 W 25th Street • New York, NY 10001