



MYSTIC LAKE CENTER

Meet with Confidence



Health & Safety Protocols

Our world has changed, and the world of meetings and events has changed with it. The health and safety of our guests and team members is our highest priority. Following the guidance of SMSC Tribal Public Health officials, we have made safety modifications and enhanced cleaning protocols for Mystic Lake Center's operations.



Social Distancing

Guests and team members should practice social distancing by standing at least 6 feet apart in our front and back of house spaces, and throughout every event. Look for specific signage reminders at gathering areas and floor decals at congregation points.



Face Masks

When attending an event at Mystic Lake Center, guests and team members must wear a mask while on property. However, Mystic Lake Center guests may remove their masks to enjoy a meal during an event. When you are finished with your meal or need to get up from the table, we ask that you promptly replace your mask.



Thermal Scanning

Non-invasive thermal scanning is being conducted at all entrances.



Health Screening

All team members undergo a daily health screening. We follow specific protocols to address anyone showing symptoms of COVID-19 or reporting a positive test. If you are traveling from out of state, all members of your group may be asked to complete individual health assessments prior to your originating departure. If a guest answers that they are symptomatic or have been exposed to COVID-19, they will not be permitted on property under our current health and safety protocols.



Enhanced Cleaning & Sanitizing

We use enhanced chemical disinfectants to sanitize high touchpoints after every interaction or multiple times per shift. All shared equipment and meeting amenities are sanitized before and after each use.



Emphasis on Hygiene

Hand sanitizer stations are available to guests throughout Mystic Lake Center. Team members are required to follow rigorous personal hygiene protocols. We've provided health and training guidance on the proper way to wear face masks as well as the appropriate way to wash hands, sneeze, and avoid touching their faces.



Food & Beverage Safety

We follow safe food handling practices and sanitize all food and beverage equipment. Plated or boxed meals and individual bottled water is provided in lieu of buffets and water stations. All servers must wear face coverings and gloves at all times.



Air Quality

Both Mystic Lake Center and the Promenade hotel tower have always been completely smoke free. Mystic Lake Center has a state-of-the-art HVAC system providing maximum ventilation. While indoor smoking and vaping have been temporarily suspended throughout the property, we do have a designated indoor smoking lounge near Club M[®] at Mystic Lake as well as outdoor smoking areas at Mystic Lake[®] and Little Six[®].



Health Concerns

We respond quickly to team member and guest health concerns and follow current health guidelines and protocols in place. All team members feeling sick are encouraged to stay home. If a guest starts to feel ill, they are encouraged to notify Mystic Lake's security team. Team members exhibiting symptoms will be required to self-isolate and undergo a health screening before returning to work.



Enhanced Hotel Safety

- Use of high-grade disinfectants to sanitize touchpoints such as doors, handles, TV remotes, tablets, thermostats, light switches, hangers, etc.
- A dedicated team of associates regularly disinfects high-touch areas in the guestroom corridors.
- Make-up service for stayovers is unavailable. Towels, bed linens and other items are available upon request.
- Select non-essential items such as magazines, bed scarves, decorative pillows and extra blankets have been removed from rooms. Disposable cups have replaced glassware.
- Valet is temporarily closed, but drop-off is available at the hotel entrance.



Contactless In-Room Dining

Hotel guests can view digital menus and place room service orders directly from convenient in-room tablets. All transactions are cashless. Room service orders arrive via contactless delivery in disposable packaging.

Learn more about our current property-wide health and safety practices at mysticlake.com/health.



SMSC
Tribal Public Health

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