



1119 Washington Ave. ♦ Golden, CO 80401  
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## Coronavirus Policy

As the coronavirus pandemic continues, we recognize that many of our clients are considering whether – and how best – to go forward with their events. We hope this information, which we update regularly, will help inform these difficult decisions. Please note that, as this policy evolves to react to changing conditions, the policy that will apply will be the version in effect at the time your event occurs.

The Rose is collaborating with industry partners to be sure we're following local and national best practices, in addition to adhering to evolving guidelines set forth by government authorities.

Thank you for trusting The Rose and for your understanding of our policies on this important matter.

### **SAFETY ENHANCEMENTS**

- Keeping guests and staff safe at events
- We have suspended service styles that require guests to share utensils and have added protocols that maximize distancing opportunities as food and beverage are served.
- We have designed and constructed custom Station Viewing Screens to protect our signature food displays.
- Everyone who comes in contact with event food or equipment is completing a health screening upon arrival, and we allow only those individuals who pass the screen to work.
- All personnel are wearing masks and gloves while working.
- We are washing hands and changing gloves with defined frequencies and are logging these activities.
- We are re-sanitizing certain equipment immediately prior to food service.
- We are asking our clients to partner with us on keeping their events safe, by communicating actively with their guests about safety protocols and agreeing to follow the guidelines set forth by government authorities.

### **Costs for Safety Enhancements**

- Many of the comprehensive safety enhancements we're implementing involve significant increases in costs.
- To the extent these are not event-specific costs, we will absorb these as part of our overhead. For example, the frequent training sessions we conduct and extra time spent cleaning and sanitizing equipment are part of our expenses.
- Certain costs, such as additional staff, may result in adjustments in your labor costs. For example, if we have to move your event from the restaurant to the main venue and add bartending staff to be able to tend your Cash Bar, these staff will be included in your labor charges.

### **RESCHEDULING EVENTS**

#### **Rescheduling in General**

- To reschedule your event, we must be able to accommodate your new date on our calendar, and the revised event must be of an equivalent scope.
- If your guest count must be reduced in order to comply with a government restriction on the size of events, we will adjust your event costs accordingly, or you may reschedule the event as discussed here. If the government limit is 10 or fewer guests, you may cancel as discussed below under Canceling Events.
- If you execute a rescheduling agreement with us at least 120 days before the event, we'll credit all amounts due at that time to the new event date.
- If you execute a rescheduling agreement with us less than 120 days before the event, we'll credit one-half of the 50% balance that is owed at that time.
- If you execute a rescheduling agreement with us 0-10 days before the event, we'll credit one-half of the entire event balance, all of which is owed at that time.
- Credits will be applied to the rescheduled event, not refunded.
- Please note that our standard practice is to require certain event minimums on high-demand dates, and this may affect availability for your reschedule request.



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## **CANCELING EVENTS**

We understand that canceling your event involves an agonizing decision about disrupted plans and the absorption of certain costs. Meanwhile, the cancellation provision of our contract reflects our commitment to devote to each event the resources needed to provide our unique brand of service. In exchange for that commitment and the costs of keeping it, we depend on our contracted revenues to maintain and build a business serving the Golden community. In addition to the dedication The Rose has to care for the community as a whole, our employees, and our business are also part of that community and deserve important consideration as we balance these emergent public health concerns.

### **Cancellations Due to Government Action**

- If a government ban on private events, or a restriction on events to 10 or fewer people, forces the cancellation of your event, we will release you from all obligations of your bill.
- If a government entity restricts your event to a number greater than 10, we will adjust your event costs accordingly, unless you reschedule in accordance with the Rescheduling Events section above.

### **Additional Cancellation Provisions**

- If we cancel your event because you won't agree to follow the safety guidelines set forth by government authorities, we will treat that as a cancellation by you and follow the schedule outlined below with respect to the event finances.
- If we cancel your event unilaterally for any other reason, we will refund any monies we have collected from you.
- If you cancel:
  - More than 120-days prior to Event Date - 100% of Deposit + 25% of any other payments received by The Rose.
  - Less than 120-days prior and more than 90-days prior to Event Date - 100% of Deposit + 50% of any other payments received by The Rose.
  - Less than 90 and more than 10-days prior to Event Date - 100% of Deposit + 75% of any other payments received by The Buffalo Rose.
  - Less than 10-days prior to Event Date - 100% of Deposit + 100% of any other payments received by The Rose.

### **Our Compliance Actions as per the current Guidance for Indoor Event** - last updated 09-01-2020

<https://covid19.colorado.gov/safer-at-home/indoor-events>

### **Venue**

- Limit capacity depending on venue size accounting for usable square footage\* with a maximum of 100 people per room. 100 is the indoor variance limit for areas of "medium" viral spread.
- Ensure 6 feet or more distancing between all employees, customers, contractors and visitors.
- Must create a queue at entrances that ensure a minimum of 6 feet of physical distancing between individuals and pace entry to prevent congestion.
- Give reminders to observe 6 feet physical distancing before, during, and after events.
- Post signage with easy to interpret graphics in commonly used languages reminding everyone to maintain 6 feet of distance, wear masks, wash hands, etc.
- If the event is catered, do not allow for self-service stations or buffets.
- Enhance cleaning and disinfection of common touch points (doors, stairwell handles, light switch, elevator switch, etc.). CDC cleaning guidance.
- Dance floor and shuffleboard games are currently closed.



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### **Vendors/Employees**

- Provide guidance and encouragement on maintaining 6 feet of physical distancing.
- Require the use of masks or face coverings whenever possible.
- Train employees in proper use of protective equipment, and emphasize that they should refrain from face-touching.
- Require frequent handwashing upon arrival, departure and throughout the day.
- Implement symptom monitoring protocols (including workplace temperature monitoring and symptom screening questions) where possible.
- Employees who have been in close contact with an exposed or symptomatic person (within 6 feet for at least 10 minutes) should not report to work and should self-quarantine.
- Group employees into teams or shifts that stick together.

### **Performers/Competitors**

- Performances with vocal speech or singing, wind or brass instruments, or activities that cause heavy breathing must be 25 feet from patrons. \* Performances with no forced exhalation as in the prior examples, like a piano, harp, or organ player, must be a minimum of 6 feet from patrons, but 25 feet is preferred.
- Participants (e.g., players, performers, actors, competitors, entertainers, etc.) in events should have their symptoms checked, and participants who have been in close contact with an exposed or symptomatic person (within 6 feet for at least 10 minutes) should not participate and should self-quarantine.
- Adopt seating and spacing modifications to increase physical distance from a performer.
- Maximize physical spacing between performers on-stage.
- Performers should use a separate entrance/exit than patrons where possible.
- Performers are not included in capacity limits so long as they do not join the spectator/patron areas at any time. If performers join the patron spaces, they must be included in the capacity limit numbers.

### **Hosts/Attendees**

- Encourage attendees to stay home if sick or exhibiting COVID-19 symptoms.
- Encourage attendees who have been in close contact with a person suspected or confirmed to have COVID-19 (within 6 feet for at least 10 minutes) to stay home and self-quarantine.
- Encourage frequent handwashing.
- Attendees should refrain from mixing and mingling with others not in their household during events as much as possible.
- Attendees should maintain at least 6 feet of physical distancing from others as much as possible.
- Face coverings are required to be worn in all public indoor spaces unless it would inhibit the individual's health, while they are eating or drinking, or if it is not age-appropriate.
- Populations at higher risk for severe COVID-19 should consider additional protections or staying home during this time per CDPHE guidance.
- Encourage remote participation whenever possible.