

We thank you for being a valued customer. We want you to know that the health and wellbeing of our customers, our employees and our community is our top priority. The Crystal Room Banquet team remains in close communication with the Cincinnati Health Department, which is monitoring the COVID-19 situation with the Ohio Health Department and the federal Center for Disease Control and Prevention (CDC). We continue to monitor the evolving situation and government suggestions to avoid gatherings of more than 10 people.

Our team has been developing policies, procedures and preventive measures to minimize risks, which includes and is not limited to:

- **Staying up to date on the latest developments and recommendations from federal, state and local public health officials**
- **Increasing the frequency of disinfection practices for surfaces**
- **Making hand sanitizer available throughout our Crystal Room Banquet Hall**
- **Providing awareness materials for all employees to train in protection measures, including staying home and away from the workplace if they are sick, respiratory etiquette and proper hand hygiene.**

We are offering our customers more opportunities to connect with us in a manner that ensures they feel safe and comfortable, such as setting up appointment times to work with staff one-on-one and offering virtual touch-points through our website, social media and mobile applications. Additionally, we will continue to follow guidance from local authorities regarding further developments. Your peace of mind is of utmost importance to us and we hope this better informs you of the additional measures we have put in place with the safety of customers and employees in mind.

Thank you for your understanding. Please let us know if we can be of any further assistance with all your bookings.

With kind regards,

The Crystal Room Banquet Hall Team.