



The Venetian Resort has temporarily suspended all operations. Check back soon for updates and [see more here](#).

THE VENETIAN®
RESORT | LAS VEGAS

 MENU OFFERS

Venetian Clean

Our Commitment to Your Health and Safety

Updated: April 28, 2020

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Our *Venetian Clean* Commitment

The health and safety of our Team Members, our guests, and our community is our top priority. By closely monitoring industry and government guidance regarding the COVID-19 virus, including information supplied by the Southern Nevada Health District (SNHD), Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO), we have devised additional guidelines and procedures for sanitation and cleaning, with an emphasis on the prevention of virus transmission. **This document represents a summary of more than 800 separate initiatives rolled out in response to the COVID-19 pandemic.**

Our *Venetian Clean* Commitment was designed to enhance safety and minimize risk for our visitors and Team Members. It ensures the hygiene and sanitation practices of our resort and convention center meet or exceed regulatory requirements and the recommendations of the CDC. This commitment also includes new cleanliness protocols that meet or exceed our already rigorous standards.

These protocols are based on the most current information available on sanitization and cleanliness for the hospitality industry, as well as other pertinent industries. As we move forward, we will continue to monitor guidelines from the SNHD, CDC and WHO, the Nevada Gaming Control Board, government policy and mandates, and other public health innovations to revise these procedures.

Our ***Venetian Clean* Commitment** covers all towers of Venetian Resort, including The Venetian tower, The Palazzo tower and Venezia tower.

Specific immediate steps we have taken include:

Our *Venetian Clean* Protocols

To minimize risk and enhance safety for visitors and Team Members, we use disinfectant products that have been pre-approved and certified by the U.S. Environmental Protection Agency (EPA) for use against emerging viruses, bacteria, and other airborne and blood-borne pathogens. We have increased our routine environmental cleaning and adhere to the recommendations set forth in the EPA Emerging Pathogen Policy regarding cleaning and disinfectants. Disinfectants are applied

during cleaning of our guest suites, public spaces, meeting rooms, and other “high-touch” areas.

COVID-19 Specific Initiatives

To ensure the health and safety of our guests, we have implemented several new initiatives throughout our resort, including the following:

- **Thermal Screeners.** Thermal cameras are in use at every resort entry point, allowing discreet and non-invasive temperature checks on all Team Members and guests. Those with a temperature at or over 100.4°F (38°C) will be subject to secondary screening. Those confirmed to have a temperature at or over 100.4°F (38°C) will undergo further medical assessment and be directed to appropriate medical care.
- **Personal Protective Equipment (PPE).** Guests are currently welcome to wear personal face masks and gloves while visiting the resort. For added safety, masks that obscure the entire face are prohibited. We provide a personal face mask for our hotel guests. In every hotel suite, guests receive a *Venetian Clean* “personal care” amenity kit with hand sanitizer, disinfecting wipes, gloves and a personal face mask.
- **Emergency Medical Technicians.** The Venetian Resort has a team of approximately 25 certified Emergency Medical Technicians (EMTs), available 24 hours a day. Approximately 1/3 of this EMT staff are on site every day.
- **Physical Distancing.** Guests and Team Members are required to practice physical distancing by standing at least six feet away from others while standing in queues, using elevators or moving around the resort. Restaurant tables, slot machines and other physical layouts have been arranged to ensure such appropriate distancing, complying with, or exceeding, local and state mandated occupancy limits. Some specific examples:
 - **Hotel Front Desks, Guest Services Desks, Box Offices and Concierge Desk.** Agents utilize every other workstation to ensure six feet of separation between Team Members whenever possible. For additional separation, transparent plastic barriers have been installed in many locations.
 - **Guest Queuing.** All areas where guests queue are marked to indicate proper distancing, including front desks, elevator lobbies, entertainment venues, coffee shops and casual dining, and taxi lines.
 - **Hotel Guest Elevators.** Signs will be placed in every elevator lobby to remind guests of the suggested limit of four guests per elevator. Primary elevator lobbies will be staffed during peak hours to provide assistance and additional sanitation, such as wiping of buttons.
 - **Gondolas.** Passengers will be capped at four riders, and will not be grouped with other

parties. A gondola pilot wearing a face mask will be on board to steer the vessel. Gondoliers stationed along the canal will serenade passengers from an appropriate distance.

- **Restaurants and Bars.** All restaurants and bars have reduced seating to allow for appropriate distancing between every table and chair.
- **Meeting and Convention Spaces.** Meeting and banquet rooms are arranged to allow for appropriate physical distancing between guests in all meetings and events, based on CDC and state recommendations.
- **Pools.** Pool seating is configured to allow for at least six feet of separation between every family or couple.
- **Heart of House.** Physical distancing protocols are used in Team Member back areas.

Other COVID-Specific Protocols

We have been asked about our specific procedures should we be alerted to a case of COVID-19 at our resort.

Case Notification. The Venetian Resort has a team of certified Emergency Medical Technicians (EMTs), available 24 hours a day. If we are alerted to a suspected case of COVID-19 at the resort, the guest will be directed toward appropriate medical care through our EMTs, who follow the direction of local health authorities. We will conduct an additional cleaning and disinfecting protocol of areas that the guest has been during their visit.

Guest Suite Recovery Protocol. In the event of a guest with a confirmed case of COVID-19, their guest suite will be removed from service to undergo a specific cleaning protocol by a licensed third-party expert. The guest suite will not be returned to service until the room is deemed safe by the third-party and consistent with the guidance of local health authorities. Similar recovery protocols address Team Member offices and work areas.

Venetian Clean Technology

We are utilizing the latest technology to ensure a sanitary environment. Some examples:

- **Thermal scanners** are deployed at each entry point to the resort to allow security officers to

- conduct non-invasive temperature checks of all Team Members and guests.
- Sprayers (and eventually **electrostatic sprayers**) will be utilized to apply hospital-grade disinfectant on high-touch surfaces during off-peak hours including hotel lobbies, public spaces and many heart-of-house offices. This technology, which uses the highest classification of disinfectants recommended by the CDC and WHO to treat known pathogens, is also utilized in hospitals, on airplanes and in restaurants. At The Venetian, these machines are also used in the convention center, and to disinfect front services spaces including dispatch offices, bell desks, luggage storerooms and belts, bell carts, *porte cocheres*, sidewalks and the drop-off/pick-up waiting areas.
 - The use of **UV lights** is being explored to decontaminate select shipments arriving at the resort receiving docks, mailroom, and warehouse. This technology is also being explored to decontaminate retail and hotel equipment, such as bell services carts and luggage.

Our Public Spaces

Upon arrival at our resort, thermal scanners are deployed at each entry point to conduct non-invasive temperature checks of all Team Members and guests. The frequency of cleaning and disinfecting by dedicated staff has been increased in all public spaces with an emphasis on “high-touch” surfaces including front desk counters, bell desks, elevators buttons, door handles, public restrooms, suite door locks, electronic kiosks, escalator and stair handrails, casino cashier counters, gaming machines, gaming tables, dining surfaces, and restaurant menus. In addition, swimming pool surfaces are treated with an anti-viral/anti-bacterial treatment daily. Front-of-house restrooms are sanitized at least once an hour, which includes wiping down counters and stalls. Meeting and convention spaces, casinos, restaurants and bars, retail outlets, nightlife venues, and entertainment venues each have area-specific cleaning guidelines and protocols that meet or exceed all local or national authority recommendations. Further, all of our public restrooms are equipped with automatic toilet flushers, faucets and soap dispensers.

- ✓ ***Venetian Clean: Hand Sanitizer.*** Hundreds of hand sanitizing stations are readily available in high traffic areas throughout the resort, Congress Center, and Sands Expo Convention Center. They are located at key guest and Team Member contact areas such as resort entrances, reception areas, hotel lobbies, casino floor, casino cashiers, electronic kiosks, restrooms, meeting and convention spaces and elevator landings. A pocket-size bottle of hand sanitizer is also provided in guest suites, as part of a *Venetian Clean* “personal care” amenity kit.

Our Guest Suites

Our already stringent cleaning and disinfecting protocols have been recently upgraded to reflect the current situation. Wide Range II EPA-certified disinfectant is used to clean guest suites, including “high-touch” items like television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-suite control panels, light switches, thermostats and flooring. In addition, we continue to wash all linen at a high temperature and with appropriate cleaning products in order to eliminate any possible viral and bacterial pathogens. Moving forward, new technologies, such as electrostatic sprayers and other innovations, will be implemented in guest suites.

- ✓ ***Venetian Clean: In-room Amenities.*** In every suite, guests will receive a *Venetian Clean* “personal care” amenity kit with hand sanitizer, disinfecting wipes, gloves and a personal face mask.

Meetings and Conventions

We believe in the power of meetings, and have implemented several new protocols to ensure all activities are *Venetian Clean* at our Congress Center and Sands Expo Convention Center. Full procedures and recommendations will be provided in a new expanded Meetings Services Guide for meeting professionals. Although these guidelines will continue to evolve, interim changes include the following highlights:

Meeting Set Ups & Services

- Thermal scanners will be placed at every entrance to the Congress Center and Sands Expo Convention Center, providing non-invasive temperature checks.
- Seating capacities and floor plans are reviewed on an event-by-event basis at this time. This will ensure compliance with physical distancing recommendations from the state and CDC, as well as Clark County Fire Department regulations. As an example, new guidelines will seat no more than six people at a 72-inch round banquet table vs the 10 in our previous guidelines.
- Hand sanitizer dispensers will be placed at each meeting room in use. Additional dispensers will be deployed throughout exhibit hall and other front-of-house areas.
- During peak meeting periods, attendants will be stationed next to escalators within the Congress Center and Sands Expo Convention Center to sanitize handrails.
- Sprayers (including electrostatic sprayers) will be used to disinfect many meeting services

- spaces including business center, coat check, sidewalks and drop-off/pick-up waiting areas, front entrance, exhibit halls, lobbies, stairwells, mezzanine, heart of house, etc.
- The addition of transparent barriers will be in use where appropriate to provide proper distancing at several guest-contact areas. We encourage these barriers to be incorporated into booth design by all exhibitors and, where appropriate, other service elements such as conference registration, show management office, and general contractor service desks.
 - New third-party vendor and contractor guidelines will require new protocols and procedures be followed, including thermal scanning of all employees.
 - A team of approximately 25 certified Emergency Medical Technicians (EMTs) continue to offer service to the entire resort. Available around the clock, approximately 1/3 of the EMT staff are on site every day at The Venetian Resort.
 - Site inspections will be conducted in compliance with all established protocols.

Banquet Services

- Banquet service standards have been revised, including operational and sanitation procedures for items like linen and silverware.
 - All food will be served individually plated.
 - Beverages (including coffee) and snack items will be provided by an attendant
 - Self-serve buffet-style banquet service has been suspended, with new menus available to showcase items currently available and additional styles of service.
 - Additional hand-washing stations will be deployed near each F&B station attendant in exhibit halls and, as appropriate, around the perimeter of meeting rooms.
 - All food items served at exhibit hall retail outlets will be individually packaged and served by an attendant. Any food court seating will be set in accordance with social distancing rules.
 - Menu tastings will be conducted in compliance with all established protocols.
- ✓ ***Venetian Clean: Fresh Air.*** Throughout the resort, including the Congress Center and Sands Expo exhibit halls, the frequency of air filter replacement and HVAC system cleaning has been increased. In specific areas, we now use hospital-grade HEPA filters. In addition, we have maximized our fresh-air intake to increase external air flow into the building.

Food Safety

The Venetian Resort meets or exceeds guidelines from the FDA Food Code, SNHD Food Regulations, and Nevada Revised Statutes. We follow enhanced sanitation guidelines and utilize training aides backed by SNHD, FDA, Ecolab, and National Restaurant Association. This includes

ServSafe Food Manager Certified Training for all beverage, banquet, event planners, sous chefs, room chefs, and steward managers. In response to the current situation, menus for events, buffets, bar, pool, and banquet presentations have been modified to minimize risk. Team Members in appropriate areas have received further training regarding personal symptoms and awareness for reporting purposes, precautions for guest protection, and resort procedures for handling guest episodes of COVID-19. Additional training for appropriate Team Members in food, beverage, pools, events, and banquets covers strict cleanliness, sanitation, food preparation techniques, PPE, and physical distancing awareness. Chefs and managers are required to conduct self-assessments of their work areas for each shift. Food safety guidelines and compliance are validated by independent audits.

Our Casinos

To ensure a pristine *Venetian Clean* experience, we utilize dedicated staff to disinfect our casino areas around the clock, including table game areas, slot machines, electronic kiosks, and chairs. Our casino chips are disinfected at each table approximately every two hours, with additional sanitation procedures in place throughout the day. In addition, slot machines and chairs are arranged to allow for appropriate distancing, and table games have a maximum of three chairs per table, under current guidelines.

- ✓ ***Venetian Clean: Disinfectant Stations.*** Nearly 100 disinfectant wipes and hand sanitizer stations are available throughout our casinos and related gaming areas.

Our Team Member Initiatives

To ensure the health and safety of our Team Members, we have implemented the following throughout our resort:

- **Additional Training.** All Team Members will receive additional training on COVID-19 safety and sanitation protocols, as well as more comprehensive training for our teams with frequent guest contact including housekeeping, food & beverage, public areas, hotel operations and security. Our Team Members have clear instructions on how to respond swiftly and appropriately to all presumed cases of coronavirus infection on property in accordance with local guidelines, and

they will be ready to provide full support to our guests addressing any health concerns. Team Members are reminded to stay home if they do not feel well. Team Members are also instructed on proper procedures if they notice a coworker or guest with flu-like symptoms.

- **Temperature Checks.** Thermal scanners are in place at every Team Member entrance, allowing non-invasive temperature checks. Those with a temperature at or over 100.4°F (38°C) will be subject to secondary screening. Those confirmed to have a temperature at or over 100.4°F (38°C) will undergo further medical assessment and be directed to appropriate medical care.
- **Personal Protective Equipment (PPE).** Appropriate PPE will be provided to and worn by all Team Members based on their role and responsibilities, and in adherence to state or local regulations and guidance. Gloves will be provided to employees whose responsibilities require them, including housekeeping and public area attendants and security officers in direct contact with guests. Mandatory additional training on use and disposal of all PPE will be provided.
- **Heart of House.** The frequency of cleaning and disinfecting has been increased in “heart of house” back areas with an emphasis on Team Member dining areas, Team Member entrances, uniform control rooms, restrooms, offices, kitchens, security scanning podiums, service desks, and training classrooms.
- **Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or when the equipment is transferred to a new Team Member. This includes phones, radios, computers and other communication devices, payment terminals, kitchen tools, engineering tools, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the resort.

FOR MORE INFORMATION

Your health and safety is our top priority. If you have specific questions about these procedures and protocols, please direct inquiries to our Resort Services team via email at

VenetianInfo@sands.com.



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