

MEETINGS & EVENTS FAQ


WHAT IS THE RESORT DOING TO ENSURE A SAFE ENVIRONMENT FOR GUESTS WITHIN THE MEETING SPACES?



Through our management company, Columbia Hospitality, we've partnered with Ecolab, a global leader in infection prevention, to take our already stringent safety and sanitation protocols to the next level through the Columbia Clean program.

In addition to those protocols, we have adapted new general setup guidelines for all events. These guidelines include using PPE while setting the rooms, sanitizing all surfaces in the room including the doors, tables, chairs, lighting, A/V equipment, and more. 6' physical distancing will apply to all room sets, and single-use service items will be provided.

WHAT IF THERE ARE STILL RESTRICTIONS OF MEETINGS IN PLACE DUE TO COVID-19 AT THE TIME OF MY EVENT AND HOW ARE CANCELLATIONS OR RESCHEDULING BEING HANDLED?



The sales team is working diligently to keep up-to-date on guidelines and mandates that could impact your event. We promise to communicate any updates that could change your planned program and creatively explore reductions or alternate experience. If the restrictions over planned meeting dates prohibit a group's event to occur, Icicle Village Resort will work to find an alternate date without penalty.

IS ICICLE VILLAGE RESORT ACCOUNTING FOR PHYSICAL DISTANCING IN MEETING ROOM SETS?



Yes. We have updated maximum capacity setups in each space per the recommended distancing guidelines within each phase of reopening.


HOW ARE WE HANDLING EVENT MEAL SERVICE?



In addition to standard precautions, our staff will be taking extra measures to ensure safe food service. We are taking advantage of outdoor space by creating specialty picnic packages and pre-packed options.


WILL THE RESORT PROVIDE PPE FOR EACH ATTENDEE?

We are unable to provide masks and gloves for each attendee, but we will have Wellness Stations in each room that include hand sanitizer, sanitizing wipes, and Kleenex.



IS THERE A WAY TO HAVE HYBRID OR VIRTUAL MEETINGS AT THE PROPERTY?

Yes! We have a "Set the Stage" package that allows a hybrid event to take place. Call our sales team for package details.



If you have additional questions, please contact us at 855.888.2272 or sales@iciclevillage.com