

# Safety & Recovery—The Customer Journey

## Safe. Smart. Step-by-Step.



PLAN FOR FLORIDA'S RECOVERY



DISCOVER



THE PALM BEACHES  
FLORIDA



Success!





### Discover The Palm Beaches

### Stay Safe – Customer Journey Tool Kit

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## Mission Statement



The Stay Safe- Customer Journey Tool Kit is a resource for meeting planners and attendees with pertinent information of The Palm Beaches related to the COVID19 pandemic. This tool provides a destination guide that follows the customer journey in order for planners and attendees to make informed decisions regarding the destination and its readiness to receive groups and events in a safe environment.

## Palm Beach County Quick Links

CDC	<a href="https://www.cdc.gov/coronavirus/2019-nCoV/index.html">https://www.cdc.gov/coronavirus/2019-nCoV/index.html</a>
Florida Department of Health	<a href="http://www.floridahealth.gov/">http://www.floridahealth.gov/</a>
PBC Reopening Phases Document	<a href="https://www.flgov.com/wp-content/uploads/covid19/Taskforce%20Report.pdf">https://www.flgov.com/wp-content/uploads/covid19/Taskforce%20Report.pdf</a>
PBC Reopening Phase 1 Quick Facts	<a href="http://discover.pbcgov.org/PDF/COVID19/State-of-Florida_Full-Phase-1.pdf">http://discover.pbcgov.org/PDF/COVID19/State-of-Florida_Full-Phase-1.pdf</a>
PBC COVID-19 Testing Centers	<a href="http://discover.pbcgov.org/coronavirus/Pages/testing-sites.aspx">http://discover.pbcgov.org/coronavirus/Pages/testing-sites.aspx</a>
PBC COVID Update Page	<a href="http://discover.pbcgov.org/coronavirus/Pages/default.aspx">http://discover.pbcgov.org/coronavirus/Pages/default.aspx</a>
PBC COVID Resources Page	<a href="http://discover.pbcgov.org/coronavirus/Pages/Resources.aspx">http://discover.pbcgov.org/coronavirus/Pages/Resources.aspx</a>
PBC Latest Update	<a href="http://discover.pbcgov.org/coronavirus/Pages/open.aspx">http://discover.pbcgov.org/coronavirus/Pages/open.aspx</a>
PBC Press Releases	<a href="http://discover.pbcgov.org/coronavirus/Pages/Updates.aspx">http://discover.pbcgov.org/coronavirus/Pages/Updates.aspx</a>
PBC Executive Orders	<a href="http://discover.pbcgov.org/coronavirus/Pages/Orders.aspx">http://discover.pbcgov.org/coronavirus/Pages/Orders.aspx</a>
PBC FAQ	<a href="http://discover.pbcgov.org/coronavirus/Pages/faq.aspx">http://discover.pbcgov.org/coronavirus/Pages/faq.aspx</a>
PBC Community Toolbox	<a href="https://www.wpb.org/our-city/mayor-s-office/covid-19-start-page/covid-19-community-toolbox/covid-19-community-toolbox-may-8-2020?fbclid=IwAR0QKWatN9yrgkUzbE9tu9pNKsFi-4S0nmyScPnPeEPoQGZt2nlUrPR1lfg">https://www.wpb.org/our-city/mayor-s-office/covid-19-start-page/covid-19-community-toolbox/covid-19-community-toolbox-may-8-2020?fbclid=IwAR0QKWatN9yrgkUzbE9tu9pNKsFi-4S0nmyScPnPeEPoQGZt2nlUrPR1lfg</a>
What's Open in PBC	<a href="https://www.wpb.org/our-city/west-palm-eats">https://www.wpb.org/our-city/west-palm-eats</a>
Discover the Palm Beaches	<a href="https://www.thepalmbeaches.com/palm-beaches-travel-information">https://www.thepalmbeaches.com/palm-beaches-travel-information</a>

## Reopening Phases



*Reopening Phase 1 (Current Phase- Began May 11, 2020)*

<https://www.flgov.com/wp-content/uploads/covid19/Taskforce%20Report.pdf>

[http://discover.pbcgov.org/PDF/COVID19/State-of-Florida\\_Full-Phase-1.pdf](http://discover.pbcgov.org/PDF/COVID19/State-of-Florida_Full-Phase-1.pdf)



*Reopening Phase 2*

<https://www.flgov.com/wp-content/uploads/covid19/Taskforce%20Report.pdf>



*Reopening Phase 3 To be Confirmed*

<https://www.flgov.com/wp-content/uploads/covid19/Taskforce%20Report.pdf>



## Airports



*Palm Beach International Airport*

<http://www.pbia.org/guide/covid19/>



*Fort Lauderdale International Airport*

<https://www.broward.org/airport/passengers/flights/advisories/pages/default.aspx>



*Miami International Airport*

<http://www.miami-airport.com/>

## Transportation



*Brightline*

<https://www.gobrightline.com/>



*TriRail*

<http://discover.pbcgov.org/coronavirus/Pages/operations.aspx>



*Palm Tran*

<http://discover.pbcgov.org/coronavirus/Pages/operations.aspx>



*Florida Turnpike*

[https://turnpikeinfo.com/maps-and-exits.php?show\\_plazas=1&road\\_name=floridas-turnpike&state=florida](https://turnpikeinfo.com/maps-and-exits.php?show_plazas=1&road_name=floridas-turnpike&state=florida)



*Uber*

<http://www.uber.com/us/en/coronavirus/>



*Lyft*

<https://www.lyft.com/safety/coronavirus>









*Transportation Partners*

- *BUSONE*
  - *Riders are required to be 6ft apart (about 15 people per bus)*
  - *Plastic coverings will be placed over unusable seats*
  - *Buses will be cleaned before and at the end of each traveling service*
  - *Hand sanitizer is available to guests*
- *Palm Beach Tours and Transportation*
  - *Drivers will have the proper PPE and disinfecting supplies to clean the bus after each passenger and again after the shift has ended*
  - *Bus capacities have been limited to 25%-50%*
  - *Water is kept in a cooler and offered to guests with a paper towel by the driver*
- *Circuit*
  - *Drivers will have PPE*
  - *Pooling has been turned off to limit the groups to no more than 3*



- *Guests get their own doors and partitions between the rows*
- *The open aired nature of the vehicles help reduce the spread of germs*

## Palm Beach County Cities

-  *Jupiter*  
<https://www.jupiter.fl.us/Alerts>
-  *Palm Beach Gardens*  
<https://www.pbgfl.com/>
-  *West Palm Beach*  
<http://www.wpb.org/covid19>
-  *Palm Beach Island*  
<https://www.townofpalmbeach.com/>
-  *Delray*  
<https://www.delraybeachfl.gov/>
-  *Boca Raton*  
<https://www.myboca.us/>

## Convention Center District

-  *Palm Beach County Convention Center*  
<https://www.pbconventioncenter.com/>
-  *Rosemary Square*  
<https://www.rosemarysquarewpb.com/covid-19-update>
-  *DDA*  
<https://downtownwpb.com/updates/>
-  *Downtown Area Offsite Venues*

[Ann Norton Sculpture Garden](https://www.ansg.org/)

<https://www.ansg.org/>

[Drive Shack](https://www.driveshack.com/locations/west-palm-beach)

<https://www.driveshack.com/locations/west-palm-beach>

[Emko](https://www.emkopb.com/)

<https://www.emkopb.com/>

[Flagler Banyan Square](https://www.flaglerbanyansquarewpb.com/events)

<https://www.flaglerbanyansquarewpb.com/events>

[Flagler Museum](https://www.flaglermuseum.us/)

<https://www.flaglermuseum.us/>

[Grandview Public Market](https://www.grandviewpublic.com/)

<https://www.grandviewpublic.com/>



## Kravis Center

<https://www.kravis.org/>



### *Downtown Area Offsite Venues Continued*

## Lake Pavilion

<https://www.wpb.org/government/community-events/lake-pavilion>

## National Croquet Center

<https://croquetnational.com/index.html>

## Norton Museum

<https://www.norton.org/building/NMAFromHome>

## Palm Beach Zoo

<https://www.palmbeachzoo.org/zoo-news/posts/a-message-from-margo-mcknight-president--ceo-of-palm-beach-zoo--conservation-society>



### *Convention Center District Hotels*

## Hilton West Palm Beach

<https://newsroom.hilton.com/corporate/news/hilton-defining-new-standard-of-cleanliness>

<https://www.hilton.com/en/corporate/cleanstay/>

<https://www3.hilton.com/en/hotels/florida/hilton-west-palm-beach-PBIWPHH/index.html>

<https://www.fsae.org/assets/docs/HiltonEventReadyFactSheet.pdf>

## West Palm Beach Marriott

<https://clean.marriott.com/>

<https://www.marriott.com/hotels/travel/pbimc-west-palm-beach-marriott/?scid=bb1a189a-fec3-4d19-a255-54ba596febe2>

<https://suonet.org/getattachment/Meetings/Upcoming-Meetings/Hotel-Information/Marriott-Commitment-to-Clean-Hotel-Spaces.pdf.aspx>

## Canopy by Hilton West Palm Beach Downtown

<https://canopy3.hilton.com/en/hotels/florida/canopy-by-hilton-west-palm-beach-downtown-PBICPPY/index.html>

## Residence Inn West Palm Beach Downtown/ Rosemary Square Area

<https://www.marriott.com/hotels/travel/pbird-residence-inn-west-palm-beach-downtown-rosemary-square-area/>

## Hyatt Place Downton West Palm Beach







[https://www.hyatt.com/en-US/hotel/florida/hyatt-place-west-palm-beach-downtown/pbizw?src=corp\\_lclb\\_gmbseo\\_nam\\_pbizw](https://www.hyatt.com/en-US/hotel/florida/hyatt-place-west-palm-beach-downtown/pbizw?src=corp_lclb_gmbseo_nam_pbizw)

## The Ben West Palm

<https://www.marriott.com/hotels/travel/pbiak-the-ben-autograph-collection/>



## Other Hotels in The Palm Beaches

-  *PGA National Resort and Spa*  
[https://www.pgaresort.com/covid\\_19](https://www.pgaresort.com/covid_19)  
<https://www.pgaresort.com/>
-  *The Breakers*  
[https://cdn.brandfolder.io/JU3OBC55/as/qa9yvd-692u5s-ewfa27/The\\_Breakers\\_Health\\_Safety\\_Precautions.pdf](https://cdn.brandfolder.io/JU3OBC55/as/qa9yvd-692u5s-ewfa27/The_Breakers_Health_Safety_Precautions.pdf)  
<https://www.thebreakers.com/>
-  *Four Seasons*  
<https://press.fourseasons.com/news-releases/2020/lead-with-care-program/>  
<https://www.fourseasons.com/palmbeach/>
-  *Eau Palm Beach*  
<https://eau-palm-beach-apos.s3.amazonaws.com/attachments/ckb9a7ba401tj0lx83bw8jtxs-epb-safe-stay-2020.pdf>
-  *Wyndham*  
<https://www.wyndhamhotels.com/about-us/count-on-us>  
<https://www.wyndhamgrandjupiter.com/>
-  *Hyatt Place Boca*  
[https://www.hyatt.com/en-US/info/coronavirus-statement?icamp=hy\\_cvstatement\\_jan2020\\_alertbanner\\_en](https://www.hyatt.com/en-US/info/coronavirus-statement?icamp=hy_cvstatement_jan2020_alertbanner_en)  
<https://www.hyatt.com/en-US/hotel/florida/hyatt-place-boca-raton-downtown>





## General Information



### *Parks and Recreation*

<http://discover.pbcgov.org/parks/Lists/NewsReleases/NewsDispForm.aspx?ID=414&RootFolder=%2Fparks%2FLists%2FNewsReleases&Source=http%3A%2F%2Fdiscover%2Epbcbgov%2Eorg%2Fparks%2FLists%2FNewsReleases%2FNewsDispForm%2Easpx%3FID%3D414%26RootFolder%3D%2Fparks%2FLists%2FNewsReleases%26Source%3Dhttp%3A%2F%2Fdiscover%2Epbcbgov%2Eorg%2Fparks%2FPages%2Fdefault%2Easpx>



### *Beaches, Boating, Golf & Tennis*

<http://discover.pbcgov.org/parks/Lists/NewsReleases/NewsDispForm.aspx?ID=414&RootFolder=%2Fparks%2FLists%2FNewsReleases&Source=http%3A%2F%2Fdiscover%2Epbcbgov%2Eorg%2Fparks%2FLists%2FNewsReleases%2FNewsDispForm%2Easpx%3FID%3D414%26RootFolder%3D%2Fparks%2FLists%2FNewsReleases%26Source%3Dhttp%3A%2F%2Fdiscover%2Epbcbgov%2Eorg%2Fparks%2FPages%2Fdefault%2Easpx>



### *Florida Attractions*

<https://floridaattractions.org/Attraction-Operating-Status>



### *Cultural Council*

<https://www.palmbeachculture.com/news-releases/covid-19-coronavirus-updates-from-the-cultural-council/>

## Industry Partners



### *Destinations International*

<https://destinationsinternational.org/advocacy>



### *PCMA*

[https://www.pcma.org/coronavirus-business-events-professionals-need-to-know-faq/?utm\\_medium=top-cta&utm\\_source=pcma\\_homepage&utm\\_campaign=covid-19](https://www.pcma.org/coronavirus-business-events-professionals-need-to-know-faq/?utm_medium=top-cta&utm_source=pcma_homepage&utm_campaign=covid-19)



### *AHLA*

<https://www.ahla.com/covid-19-resource-center>



### *USTA*

<https://www.ustravel.org/toolkit/covid-19-travel-industry-research>  
<https://www.ustravel.org/toolkit/industry-guidance-promoting-health-and-safety-all-travelers>



### *Visit Florida*

<https://www.visitflorida.com/en-us/current-travel-safety-information.html>



Preparing To Meet Again

**WITH OPEN PALMS**