



As we navigate the ever-changing world of COVID-19, we all face many challenges. One of those challenges is attempting to plan an event that involves in-person guests. All of us at Stambaugh Auditorium have been working since early March to find ways to help ensure the continued opportunity to hold events in our historic facility. With the Governor's announcement on May 21, 2020, to permit banquet events of 300 guests or less, we sent our first version of our COVID-19 Responsible Operating Protocol. Since then, we have revised and distributed updated versions of this document. Over the past few months, we have navigated many changes and interpretations of the regulations that currently govern the event and entertainment industry. We have also discovered the long list of concerns and challenges that come with working within the COVID-19 related regulations. With all of this in mind, I am writing this letter to hopefully offer some clarity and guidance on how events are operating at Stambaugh Auditorium.

Included with this letter is a copy of our most recent COVID-19 Responsible Operating Protocol. This document changes often based on new regulations, adaptations of the regulations, and new information provided to us by local and state officials. Many of our protocols are based on the protocols issued in the State of Ohio's Dine Safe order, Responsible Restart for Restaurants, Bars, and Banquet & Catering Facilities/Services document, and the Ohio Department of Health Mandatory Requirements for Entertainment Venues. We have also spent considerable time consulting with the Youngstown City Health District who has taken many of our concerns and ideas to the State of Ohio Department of Health. Through all of this, we have developed and adjusted our COVID-19 operating plan and will continue to do so as the information, regulations, and situation changes.

I would like to take a moment to highlight a few of the policies in our COVID-19 Responsible Operating Protocol.

- 1) Face Masks / Covering - face masks are required when on the property of Stambaugh Auditorium. The requirement to wear masks outside of your personal residence is both an order of the City of Youngstown and the State of Ohio. There may be little the City and State can do in regards to enforcement of the order for individuals, but they can restrict our ability to operate if we do not require masks and make every attempt to enforce the requirement on our property.
- 2) Facility capacity limitations - much like restaurants, our capacities have been reduced to meet distancing regulations. We know this puts additional stress on our clients when assembling their guest list. We are not able to exceed the limit of 300 guests for events including in the Jeanne D. Tyler Grand Ballroom and the Concert Hall. We know this is a lower guest count than many have been planning for, but this limitation is set by the State of Ohio and we must

abide by it. The Christman Hall capacity for wedding ceremonies is currently set at no more than 80 guests. Accommodating 80 guests in the Christman Hall for a wedding ceremony requires six (6) guests to be seated together per row. Overall, we must follow distancing regulations and cannot exceed the limited guest capacities based on COVID-19 restrictions. Service staff and the staff of vendors is not included in the guest numbers.

- 3) Cocktail hours - a cocktail hour in the traditional sense is not permitted with the current COVID-19 restrictions. The restrictions state that all food and drink must be consumed while seated at a table. Our typical spaces for cocktail hours are the Ballroom Lobby, Concert Hall Lobby, and Garden. None of these spaces are large enough to accommodate guests seated at tables that are distanced according to regulations and allow enough walking space to follow egress regulations. Due to this, we are not using these spaces as event spaces at this time. We can hold a cocktail hour in the Jeanne D. Tyler Grand Ballroom where guests can sit at their assigned guest table and enjoy their cocktail and hors d'oeuvres.
- 4) Dancing - Dancing is permitted. Adding a dance floor to the reception space may reduce the guest capacity further. For example, for a dance floor in the Jeanne D. Tyler Grand Ballroom we will use the full dance floor space that is in the middle of the room. This limits the space available for tables that are distanced according to regulations. This will reduce the room capacity to less than the current 300 guests permitted.
- 5) There are other protocols in addition to the few I have outlined here. For example, the State issued an order requiring all establishments that hold a liquor license to stop serving alcohol at 10:00 pm. Also, self-service buffets and product samples are prohibited (this includes buffets, dessert stations, candy tables, and cookie tables), but self-service non-alcoholic beverages are permitted.

All of us at Stambaugh Auditorium know the concerns and stress these protocols have added to your planning process. We are here to help navigate through the regulations. For clients who contracted the Christman Hall previous to the implementation of the current regulations, we are offering the Concert Hall as an alternate ceremony location at no additional charge to accommodate ceremony guest counts too large for the reduced capacity of the Christman Hall. Cocktail hours can be held in the Ballroom with drink orders being placed via guest phones and then picked up at the bar. It is encouraged to locate the bar in the Ballroom Lobby so the Ballroom can accommodate dance floor space while keeping the capacity at approximately 270 guests. We also have solutions for cookie tables and food service.

Please know that we are doing all that we can to find safe and responsible ways to operate during these difficult times. We must consider the health, safety and wellbeing of our guests, vendors, clients, and staff. It has been made clear to us in our conversations with health regulators that we will be held responsible if we do not follow the orders and mandates that are in place related to COVID-19. Ultimately, the cost to Stambaugh Auditorium for not making our best effort to follow the

regulations set forth and to look out for the health, safety, and wellbeing of all who enter our property is the facility being shut down either due to non-compliance or due to staff illness. We ask for your cooperation, assistance, and understanding in navigating this global situation.

Lastly, I want you to know that we are here to help. Please call or email and speak to our staff about your concerns. We are happy to assist in providing you with the best experience while following all of the regulations and our policies. We are also happy to talk to you about rescheduling your wedding date when it is more likely to be clear of the COVID-19 pandemic. We do not know when this will be cleared up, but our best guess is it will be some time before we are able to operate in a more “normal” way. If you would like to discuss refund options, please reach out to us. Effective as of August 31, 2020, to March 1, 2021, we are adjusting our refund policy to be as follows:

“Stambaugh event reservations cancelled up to sixty (60) days prior to the scheduled event date will receive a full refund of the total payments made to the date of cancellation. Event reservations cancelled between fifty-nine (59) and fifteen (15) days prior to the scheduled event date will receive a refund of fifty percent (50%) of the total payment made. No refunds will be issued for events cancelled less than fifteen (15) days prior to the scheduled event. All cancellation and/or refund requests must be made in writing by the Lessee and sent via email or mail to Stambaugh Auditorium.”

After March 1, 2021, our refund policy will revert back to the conditions set forth in your Facility Lease Agreement. In the event that COVID-19 regulations require Stambaugh Auditorium to be closed, all events during the time of shut down will not be permitted to take place and our refund policy will be adjusted further.

Please respond to this email so that we know you received and understand it, and to ask questions. Or if you prefer, call us at 330-747-5175.

Thank you for your understanding in this difficult time, and stay safe!



Matt Pagac,  
Chief Executive and Operating Officer  
Stambaugh Auditorium