



**Charles L. Starks**  
**President & CEO**

The safety and well-being of our team members, customers, business partners, and friends in the community has always been our top priority. Never has that been clearer than this past year. While some of our COVID-related protocols were temporary, we have made many permanent changes to implement more stringent cleaning, disinfecting, and safety practices to support the health and wellness of everyone who comes to the Music City Center.

Because we remain focused on the health and safety of scheduled events, we're closely monitoring local, state, and federal guidance on the variants of COVID-19. We will continue to monitor the situation and adjust protocols as needed so we can continue to safely welcome guests to Nashville.

Here's what you need to know about your next visit to the Music City Center.

- There are no public health mandates for the city of Nashville or the state of Tennessee; however, team members and service partners are required to wear masks while inside the facility. MCC can assist you in coordinating additional requirements you may wish to consider for your attendees.
- MCC received Global BioRisk Advisory Council (GBAC) STAR™ facility accreditation and Nashville's *Good To Go* certification.
- MCC has 121 strategically placed hand sanitizers throughout the facility that contain 70% isopropyl alcohol.
- MCC restroom lights, toilets, as well as soap, water, and paper towel dispensers are touch-free.
- MCC restrooms and high-touch points are cleaned and disinfected regularly.
- MCC elevators, ADA entry doors, and parking equipment utilize touchless technology for hands-free access.
- MCC clean air quality is maintained through MERV 13 hospital-grade air filters.
- MCC food & beverage staff includes 41 ServSafe certified professionals and 3 HACCP (Hazard Analysis and Critical Control Point) certified culinarians.
- MCC virtual tours are available, including online, self-guided tours and custom tours guided by assigned Event Managers.
- MCC can help facilitate virtual and/or hybrid meetings through the in-house, audio/visual provider LMG, with packages and equipment readily available to accommodate event needs.

While preparing for your much anticipated and safe return to the Music City Center, we have also taken this time to enhance our world class facility. We recently recovered every air wall in the public spaces, giving new life to these fully functional pieces. We have also conducted thorough maintenance and extensive cleaning throughout the building, ensuring the entire facility is clean and in proper working order.

Music City Center is part of a dynamic hospitality industry, which is equally committed to the health and safety of Nashville gatherings. For additional information on citywide efforts, please refer to the following resources.

Good To Go - [Good To Go Nashville](#)

Safe Nashville - [Nashville COVID-19 Response \(asafenashville.org\)](#)

State of Tennessee Health Department - [Novel Coronavirus \(tn.gov\)](#)

Centers for Disease Control & Prevention - [Coronavirus Disease 2019 \(COVID-19\) | CDC](#)

We know everyone is just as excited as our team to get back to face-to-face events. It's been way too long, and we are so happy to have you return. If there is anything we can do to assist with your planning or diminish any concerns you or your attendees may have, we are here to help.

If you have additional questions, please do not hesitate to contact your event manager, or give me a call.