



REOPENING – FREQUENTLY ASKED QUESTIONS

- **Is the Albany Capital Center contact tracing, and if so how?** Using our online ticketing system Universe – clients/attendees will enter their info prior to arriving. Upon arrival we scan their barcode allowing us to know when they arrived to the facility, we can scan at time of departure to know when they left as well.
- **What is the current capacity limit for a large-scale event at the ACC?** Capacities for events depend on the type of event and the set up. We are working closely with Empire State Development regarding the latest guidelines. Some events are held to a percentage of capacity while others are capped based on the gathering restrictions.
- **Will temperature checks be conducted at entry for events?** NYS guidelines currently do not require temperature checks. We have touch-free infrared thermometers available and a process outlined should a client like to implement at their cost.
- **Will check-in for events be contactless?** If the Universe APP is used, yes. This will be determined at an event by event basis.
- **If a client would like to include additional attendees outside the current capacity, how would they do so virtually?** The ACC has ample bandwidth and AV systems to easily accomplish this. We also have experience with all streaming platforms and will work with the client to determine which is best to accomplish their goals.
- **How will the catering and food presentation work if not buffet style?** Most dining options will be pre-packaged grab and go meals. We have procedures in place to facilitate a sit down served meal if desired.