



north lake tahoe
get back to nature

KNOW BEFORE YOU GO
MEETINGS & CONVENTIONS
INFORMATIONAL GUIDE



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GET BACK TO MEETING

Tap into your group's desire to connect with the outdoors with a one-of-a-kind meeting experience. With plenty of room to breathe and soak up the fresh mountain air, North Lake Tahoe creates a sense of wonder both inside and out. It's time to get back to meeting and back to sparking the creativity that only collaborating in-person can provide. Take advantage of all the unique venues and group-focused activities North Lake Tahoe has to offer with plenty of space for physical distancing. This guide will provide you with the necessary information and tools to plan a safe and successful meeting.



HELLO. WE LOOK FORWARD TO HAVING YOU BACK.

Like many regions around the globe, North Lake Tahoe was significantly impacted by the COVID-19 pandemic. North Lake Tahoe's workforce is rooted in tourism and for decades our communities have been supported and enhanced by visitors and corporate gatherings. By booking a future meeting in North Lake Tahoe you are contributing to the continued viability of our incredible mountain destination.

Local businesses and lodging properties continue to go above and beyond by putting new protocols in place that adhere to state and industry guidelines for the safety of guests and residents. They have demonstrated unwavering resilience in this most challenging time, and like us, are thrilled to welcome you and your clients back.

We are most grateful for your continued support.



Andy Chapman

President & CEO
Incline Village Crystal Bay
Visitors Bureau



Jeffrey Hentz

CEO
North Lake Tahoe Resort Association,
Chamber of Commerce & CVB



**R E S P O N S I B L E
T R A V E L & H E L P F U L
H I N T S**

RESPONSIBLE TRAVEL & HELPFUL HINTS

In this new landscape of life during and after the COVID-19 pandemic, being a responsible traveler is more important than ever. The magic of North Lake Tahoe lies in the culture of the community and the natural beauty that surrounds it. To us, a responsible traveler is one who is aware of the various effects their travel has on the destination and the culture.

So, before embarking on your visit to our beloved region, whether that be for personal or professional reasons, we ask you to join us in embracing the mindset of a responsible traveler. Not only do we need to think about our footprint when traveling, but we also need to put safety and compassion at the forefront. We have outlined some tips we hope you and your guests will consider before your adventures begin. Small changes can make a world of difference.

SAFETY TIPS

- ▶ Wash your hands, often.
- ▶ Avoid touching your nose, eyes or mouth.
- ▶ Value personal space – maintain 6 feet of distance when proximity is not needed.
- ▶ If you are not feeling well, stay home.
- ▶ Wear a mask or face covering when in public.
 - » It's required in both California and Nevada.
- ▶ Cough or sneeze into your elbow or a tissue.
- ▶ Consider takeout and curbside services.
- ▶ Greet people with a wave, nod or bow instead of a handshake.

STAY EDUCATED

- ▶ Be well informed about the disease and the risks associated with it. See the COVID-19 page on [GoTahoeNorth.com](https://www.gotahoenorth.com) for updates on Placer County and Washoe County along with the [Resources page](#) for links to local and national resources for the most up-to-date information.
- ▶ Check in with businesses in advance to learn about their current modifications before arriving.

INSTRUCTIONAL SIGNAGE

- ▶ Be on the lookout for regional signage created by our friends at [Take Care Tahoe](#). They will help remind you of best practices during your visit.
- ▶ Be aware of the additional signage lodging properties will have on site to assist groups.
- ▶ Please respect business' requests – they're doing it for your safety and the safety of their employees.

THINGS TO DO IN ADVANCE

- ▶ Call ahead.
 - » Contact your lodging property before arrival with any questions you may have – from cleaning procedures to touchless check-in.
 - » Connect with your North Lake Tahoe Sales Manager to learn about specific safety precautions for group events and more.
 - » Pre-book guided tours for any free time during your visit. Pack your own equipment when possible.
 - » Make dining reservations and confirm services and hours align with your trip expectations.
- ▶ Stay up to date on social media channels and business' websites for real-time information.
- ▶ Expect things to move a little slower as businesses adhere to the COVID-19 safety measures.
- ▶ Set up tap-to-pay with your phone/smartwatch or contact-less credit card.

WHEN
YOU ARRIVE



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TRAVEL & TRANSPORTATION

We want your meeting experience to be as fluid and uninterrupted as possible and have included travel and transportation information to help assist you and your clients with travel plans upon arrival. If you need any further guidance setting up your group's transportation needs, please don't hesitate to reach out to your North Lake Tahoe Sales Manager. A list of transportation options have been compiled for your convenience.

[VIEW LIST >](#)



▶ **Reno-Tahoe International Airport**

- » CDC and State of NV guidelines are being followed.
- » Hospital-grade disinfectant is being used.
- » Travelers are recommended to check-in online and bring their own face covering, hand sanitizer and wipes.
- » Expect airport restaurant closures – packing your own snacks is recommended.
- » Face coverings are required for all passengers and airport staff.

[LEARN MORE >](#)

▶ **North Lake Tahoe Express**

- » Provides year-round shuttle service between Reno-Tahoe International Airport and the North Lake Tahoe region with local transit connections.
- » Enjoy a seamless transit experience to help reduce private-car use in the North Lake Tahoe region.
- » COVID-19 physical distancing and safety precautions are in place to keep both riders and drivers safe.
- » Your clients can sit back, relax and enjoy the beautiful ride to North Lake Tahoe.

[VIEW SCHEDULE AND RATES >](#)

▶ **Tahoe Truckee Area Regional Transportation (TART)**

- » Services have been reduced and routes are subject to change.
- » Passengers are asked to load through the rear door.
- » Masks and physical distancing on the buses are strongly encouraged.

[VIEW SCHEDULE AND RATES >](#)

▶ **Ride Sharing Apps**

- » This is a great option if your group prefers a non-shuttle experience.
- » Be advised that drivers and passengers are required to wear masks.
- » There is limited availability in the region.
- » Increased sanitation of high-touch zones has been implemented.

▶ **Private Car Service Companies**

- » A great way to support local businesses.
- » CDC guidelines are being followed.
- » If your group is interested in a non-shuttle or group booking, this is a great option.

[VIEW LIST >](#)



INDUSTRY-SPECIFIC TIPS

GET BACK TO BUSINESS

In this rapidly evolving landscape, you can feel at ease knowing that businesses are regularly adjusting procedures to align with the most up-to-date regulations, meaning all your meeting venues and activity providers will be adhering to the most current federal, state and county mandates. As your on-site planning partner, the North Lake Tahoe Convention & Visitors Bureau will help double-check businesses for specific information regarding their current operations and any modifications being implemented. Our goal is to provide your group with a safe and positive experience from start to finish. Here's what can be expected throughout the North Lake Tahoe region:

LODGING

- ▶ **Enhanced cleaning** throughout the properties.
- ▶ **Touchless** hand sanitizing stations throughout the properties.
- ▶ **Seating reconfigured** in public areas to encourage physical distancing.
- ▶ **Limited services available** including fitness centers, spas, pools, valet parking, shuttle services and food services. Please call ahead or review individual hotel policies prior to arrival for more information.
- ▶ **Contactless** check-in processes.

MEETING SPACES & GROUP SERVICES

- ▶ **Frequent cleaning and disinfecting** of high traffic areas, including meeting spaces.
- ▶ **Daily health screening** of all staff before guest interaction.
- ▶ **Food and beverage** modifications.
 - » Buffet options reduced or eliminated.
 - » Enhanced grab and go options.
 - » Removal of shared use items.
- ▶ **Staff will be wearing masks** at all times and gloves during food service.
- ▶ **Hand sanitizer stations** and increased signage throughout each property.
- ▶ **Enhanced Wi-Fi** and additional areas designated for working remotely.
- ▶ **All seating** will be set up to meet physical distancing guidelines (8 feet between tables and 6 feet between chairs).

RESTAURANTS

- ▶ **Takeout** continues to be the safest option. Most restaurants have adjusted offerings to now provide these services and some even offer delicious cocktails to go. For more information visit [Takeout Tahoe](#).
- ▶ **Dining in** – when dining in is an option, be prepared for some changes at your favorite North Lake Tahoe eateries.
 - » Many restaurants will require advanced reservations, so be sure to book ahead of time. Capacity will be limited due to physical distancing modifications.
 - » Wear a mask while not eating.
 - » Be on the lookout for signage directing you to the best way to enter and exit the restaurant, as well as the restrooms.
 - » No lines inside – many restaurants will be asking you to wait outside to avoid crowding.
 - » Communal condiments will be replaced with one-time-use items.
 - » Be prepared for shifts in menus, from items featured to the physical form they will take (online only, paper, large signs).

RETAIL

- ▶ **Look out** for signage with instructions on entering/exiting the store and physical distancing markers in check-out lines.

CASINOS

- ▶ **When open, the number of players** at tables are limited.
 - » Three players at blackjack and other table games.
 - » Four players at roulette.
 - » Six players at a craps table.

NORTH LAKE TAHOE VISITORS BUREAU

WHY USE THE NORTH LAKE TAHOE VISITORS BUREAU?

We're glad you asked! It is our job to provide you with expert advice – free of charge – to ensure a successful event from selecting a hotel to your off-site experiences. Drawing on our in-depth local knowledge, we will match venues and activities to your needs, making it possible to narrow down the options and save you and your clients both time and money. Some additional advantages that help streamline the process include:

- ▶ Gathering proposals from appropriate properties and suppliers, providing all the information you need to make a decision.
- ▶ Site inspection coordination and dine around planning.
- ▶ Working with our properties to secure the best rates for your group.
- ▶ Assistance with sourcing all potential on-site and off-site venues, from mountainside to lakeside.
- ▶ Provide itineraries for team building, spouse activities and environmentally responsible programs.

Finally, once you have contracted with one of our lodging properties, we can help promote your event. We're happy to provide compelling video, digital images and copy points for you to use. Prior to arrival, we can also send our conference and travel planners for free and provide complimentary area maps to give your attendees upon arrival. Ready to get started!?

[SUBMIT AN RFP >](#)

EXTRA PERKS FOR PLANNERS

Our sales team likes to go above and beyond to make North Lake Tahoe the ideal meeting destination. Currently we have two programs in place to help make your decision that much easier.

- ▶ **Come See, Fly Free** is an opportunity for prospective planners to come out for a one-on-one hosted site visit. The North Lake Tahoe Sales Team will cover the cost of your airfare, accommodations and transportation to the region.

[LEARN HOW TO QUALIFY >](#)

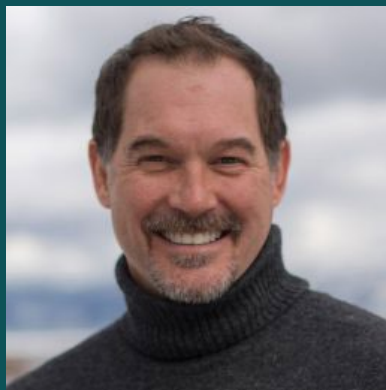
- ▶ **Cash incentives** are available for eligible meeting planners who qualify based on the size of the meeting and rooms actualized.

[LEARN HOW TO QUALIFY >](#)

MEET THE TEAM



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Bart@GoTahoe.com
Mountain, Central, Southeast States

PROPERTY INFORMATION

WHERE INSPIRATION COMES STANDARD

Nothing compares to the wonder of North Lake Tahoe with beautiful mountains and crystal blue waters providing the ideal backdrop for meetings, entertaining and hosting. The area's offerings are varied and unique with more than 30 meeting sites in California and Nevada, 200,000 square feet of indoor and outdoor meeting space and over 7,000 lodging rooms. From small outdoor meeting spaces and timber-lined meeting rooms, to upscale ballrooms that fit larger groups, you'll have no problem finding the ideal location to motivate and stimulate your attendees. Plus, each of our hotel properties, along with our unique offsite venues, offer outdoor spaces with plenty of room to spread out and breathe in some fresh mountain air.



GRANLIBAKKEN TAHOE

- ▶ **Located in California**
- ▶ **Stats:**
 - » Over 24,500 sq. ft. of indoor and outdoor meeting space, including 16 private meeting rooms.
 - » 165 guestrooms and two separate lodges with 7+ bedrooms.
- ▶ **Key COVID Modifications:**
 - » Book the G Mobile, Granlibakken's food truck, for your event or party to add a special touch without hosting a sit-down dinner.
 - » Complimentary remote workspaces and resort-wide Wi-Fi.
 - » Plenty of indoor and outdoor meeting space to offer physical distancing for groups, conferences and weddings.
 - » Granlibakken is recognized as Clean + Safe Certified by the California Hotel and Lodging Association.

[LEARN MORE >](#)



HYATT REGENCY LAKE TAHOE RESORT, SPA & CASINO

► Located in Nevada

► Stats:

- » Over 50,000 sq. ft. of indoor and outdoor meeting space, including a private beach, a lakeview lawn and an intimate water garden with private pergola.
- » 422 guestrooms and 24 lakeside cottages.

► Key COVID Modifications:

- » All groups are supported by the resort's events team to adhere to all mandates regarding attendee limits, physical distancing guidelines and safety practices put in place by the State of Nevada.
- » The resort's Presentation Services Audio Visual (PSAV) department works with groups to provide live streaming options for seamless hybrid meetings and events.

[LEARN MORE >](#)



NORTHSTAR CALIFORNIA RESORT

► Located in California

► Stats:

- » Over 2,790 sq. ft. of indoor space and unique outdoor venues that range in size, style and alpine elevation.
- » 200 lodging units including hotel-style, condominiums and mountain homes.

► Key COVID Modifications:

- » Designed an approach to help protect guests, employees and communities.
- » Employees undergo daily health screenings.
- » If you plan to ski, reservations will be required in advance.

[LEARN MORE >](#)

PLUMPJACK INN

▶ **Located in California**

▶ **Stats:**

- » 6,000 sq. ft. of meeting and private event space.
- » 55 guestrooms, including eight luxury suites.

▶ **Key COVID Modifications:**

- » Elevated housekeeping services throughout the property.
- » Contactless check-in is available.
- » Reduced occupancy in hotel to allow for physical distancing.

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RESORT AT SQUAW CREEK

▶ **Located in California**

▶ **Stats:**

- » 33,000 sq. ft. of indoor space and 14,000 sq. ft. of outdoor space.
- » 12 breakout rooms, two side-by-side ballrooms.
- » 357 guestrooms.

▶ **Key COVID Modifications:**

- » Awarded the Global Biorisk Advisory Council® (GBAC) STAR™ accreditation, the gold standard for prepared facilities. Under the guidance of GBAC, the worldwide cleaning industry association, the resort has implemented the most stringent protocols for cleaning, disinfection and infectious disease prevention in its facilities.
- » Less contact, more care: main entry features touchless automated doors, resort-wide signage and plexiglass safety shields are in place, express check-out and QR codes for update-to-date hotel information are available.

[LEARN MORE >](#)

THE RITZ-CARLTON, LAKE TAHOE

▶ **Located in California**

▶ **Stats:**

- » 19,000 sq. ft. of indoor and outdoor meeting space.
- » 170 guestrooms with gas fireplaces.

▶ **Key COVID Modifications:**

- » A Commitment to Clean Plan has been rolled out and includes employee safety protocols, COVID-19 training, enhanced signage, physical distancing policies and more.
- » Rooms will be vacant for a minimum of 24 hours between guest stays.
- » Enhanced valet safety precautions in place including hand washing between each vehicle changeover, masks worn at all times, and sanitizing stations provided by valet entrance and throughout the facility.

[LEARN MORE >](#)



THE VILLAGE AT SQUAW VALLEY

▶ **Located in California**

▶ **Stats:**

- » 40,000 sq. ft. of indoor and outdoor meeting and event space.
- » 180 condominium-style guestrooms.

▶ **Key COVID Modifications:**

- » Physically distance while doing a group activity everyone loves: skiing! Access to the mountain is at your front door. Lift tickets should be purchased in advance online.
- » Groups who stay at The Village at Squaw Valley get guaranteed group ski access (even on weekends) and pricing to Squaw Alpine for the 20-21 season.

[LEARN MORE >](#)

SQUAW VALLEY LODGE

▶ **Located in California**

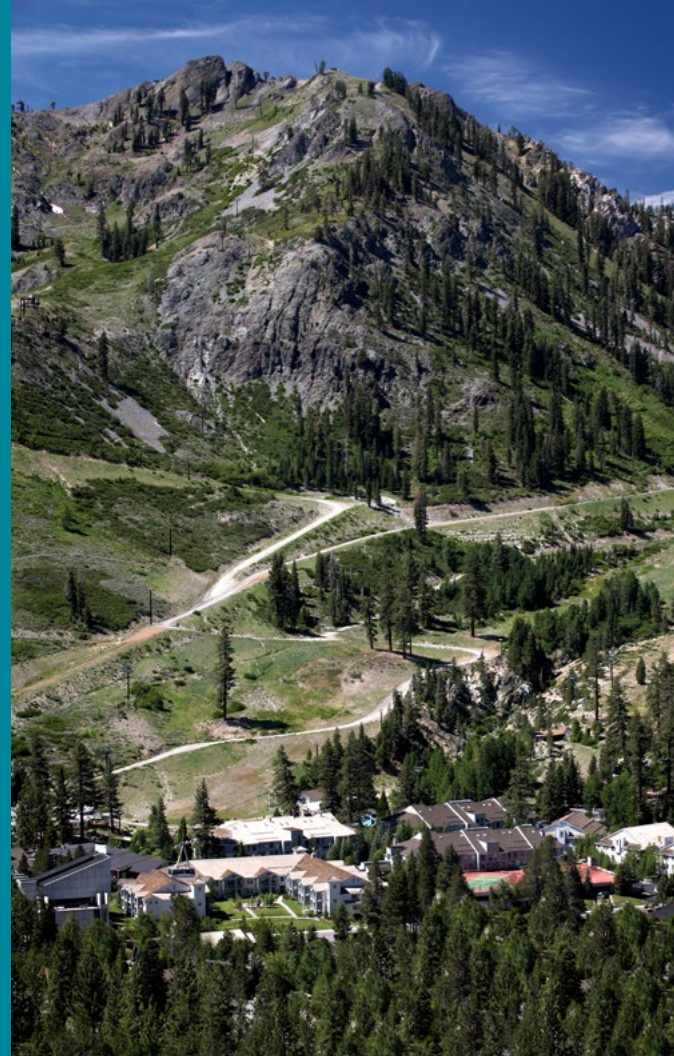
▶ **Stats:**

- » 2,000 sq. ft. of meeting space.
- » 130 guestrooms.
- » Ski in, ski out property.

▶ **Key COVID Modifications:**

- » Group meetings have the possibility of outdoor tented space.
- » All public workstations are six feet apart with acrylic barriers.
- » Throw pillows, bed runners and decorative pieces have been removed from all rooms.

[LEARN MORE >](#)



TAHOE BILTMORE

▶ **Located in Nevada**

▶ **Stats:**

- » 9,000 sq. ft. of indoor meeting space.
- » 113 guestrooms.
- » Wedding chapel.
- » One of the only North Lake Tahoe resorts with an on-site casino, including over 200 slot machines.

▶ **Key COVID Modifications:**

- » All gaming machines have been appropriately spaced out to allow for proper physical distancing.
- » Gaming machine and high traffic areas are wiped down with CDC approved disinfectant every hour or as soon as someone leaves a machine.

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**WEDDINGS &
ELOPEMENTS**



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SAY I DO TO NORTH LAKE TAHOE

Whether your clients are planning a small romantic elopement for two or a large and memorable destination wedding with friends and family, North Lake Tahoe's setting and services are unequalled. From a picturesque waterfront wedding to a private chartered sailboat in the middle of Lake Tahoe to a snowy ceremony followed by skiing or snowboarding down the aisle, our North Lake Tahoe wedding professionals are here to help make every wedding safe, memorable and easy to plan. To get started planning your client's special day, please reach out to the North Lake Tahoe Sales Team to discuss current protocols and respective state regulations, including any capacity limits being imposed.

CALIFORNIA GUIDANCE >

NEVADA GUIDANCE >

SOME THINGS TO KEEP IN MIND:

- ▶ **Keep it small and be flexible.**
- ▶ **Food & Beverage vendors** are pivoting to accommodate a safe and healthy environment.
 - » Expect fewer or no buffet options.
 - » Expect reduced menu options.
 - » Expect table decor and shareable food items to be removed completely or replaced with single use.
- ▶ **Safety First.**
 - » Guests should bring a mask or hosts should provide masks to their group.
 - » Hand sanitizer stations are highly recommended.
 - » Outdoor venues are plentiful in North Lake Tahoe – take advantage of the unique and safe options that are available.





**T E A M
B U I L D I N G**

UP YOUR TEAM BUILDING GAME

There's no better way to motivate a group than by getting them outside and into nature. The fresh air is invigorating and when you add in the view, something magical happens. From hiking to biking, kayaking to rock climbing, the right experience for your team is just waiting to be discovered.

[VIEW FULL LIST >](#)

MOVE MOUNTAINS

- ▶ **Mindful leadership** courses customized to your program needs.
- ▶ **In the boardroom** or on the hiking path, this company offers inspiration, team development and leadership coaching.

[LEARN MORE >](#)

TAHOE TREETOP ADVENTURE PARKS

- ▶ **Get your team bonding outdoors** on one of North Lake Tahoe's three year-round treetop adventure courses.
- ▶ **New, individual harness platforms** have been created that adhere to distancing recommendations.
- ▶ **All gear**, harnesses, lanyards (tethers), trolleys and helmets are disinfected after each use.

[LEARN MORE >](#)

TAHOE ADVENTURE COMPANY

- ▶ **Lakeside to mountainside**, Tahoe Adventure Company gets your client's team moving with motivational outdoor activities through hiking, paddle boarding, kayaking, snowshoeing and more.
- ▶ **Conducts a COVID-19 screening** during the booking process as well as the day prior to the tour or program.
- ▶ **All gear and equipment** are sanitized after each use and left in the sun for UV exposure.
- ▶ **Each program** is fully customized to each group's goals, timeframe and activity level.

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TAHOE VIA FERRATA

- ▶ **A professionally guided activity** that combines the best parts of climbing, hiking and scrambling with no experience necessary to join. Almost anyone can ascend an 800-foot vertical cliff that doesn't require any specialized climbing skills. Ages 10 and up are welcome.
- ▶ **Alpenglow Expeditions** has adopted new procedures and adheres to strict COVID precautions including 100% touchless check-in and strict cleaning and disinfecting protocols for all rental items.
- ▶ **Physical distancing** measures requiring all clients, guides and office staff to maintain a 6-foot distance at all times.

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TAHOE SAILING CHARTERS

- ▶ **Stay safe** by booking a private sailing tour to experience North Lake Tahoe the best way possible – by boat.
- ▶ **Qualified** and extremely experienced captains allow your group to sit back, relax and network with each other.
- ▶ **The perfect location** for a small wedding or elopement.
- ▶ **Sanitation** of the vessel will be frequent before, during and after each charter.
- ▶ **Crew members** serving food and beverages will regularly wash and sanitize hands.
- ▶ **All waivers are digital.**
- ▶ **All payment is touchless.**
- ▶ **Reduction of food & beverage** services are in place.

LEARN MORE >



CLEARLY TAHOE

- ▶ **Specializes in providing** unique guided tours in completely transparent kayaks.
- ▶ **This is a unique way** for groups to learn about North Lake Tahoe, experience the lake and bond with their team members.
- ▶ **Book for an unforgettable** adventure as clients paddle through the crystal-clear waters and explore depths of up to 65 feet below their boat.
- ▶ **All employees** receive temperature checks.
- ▶ **All equipment is sanitized** after every use.

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COVID-FRIENDLY ACTIVITIES

COVID-FRIENDLY ACTIVITY SUGGESTIONS

If you or your attendees are looking for some activity inspirations during your downtime in North Lake Tahoe, we've got you covered. No matter what season you're here for – winter's wow, the dual days of spring, summer's official playground or fall's secret season – there's plenty to see and do, from mountainside to lakeside, to keep everyone learning and engaging more.

- ▶ **12 downhill ski resorts for skiing and snowboarding.**
- ▶ **9 cross country ski resorts.**
- ▶ **12 unique towns with dining, shopping, spas, activities and more.**
- ▶ **Hiking and biking.**
- ▶ **Sailing, kayaking and paddle boarding.**
- ▶ **Over 50 golf courses within a one-hour drive; 14 in North Lake Tahoe.**
- ▶ **Gaming on the Nevada side.**
- ▶ **Arts and culture.**
- ▶ **Seasonal events.**



MASK UP TAHOE

North Lake Tahoe continues to amplify messaging around safe travel, reminding visitors and residents that wearing a face covering is a simple act, but a grand gesture to help slow the spread of coronavirus. Local leaders, small business owners and nationally recognized athletes share a unified statement that's rooted in adventure and responsible travel: Mask UP Tahoe. Watch the videos to hear their stories and why they each choose to wear a mask.

WATCH VIDEOS >

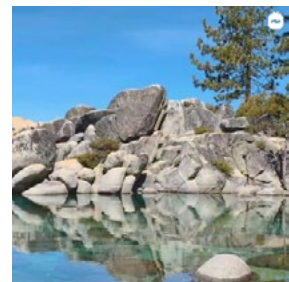
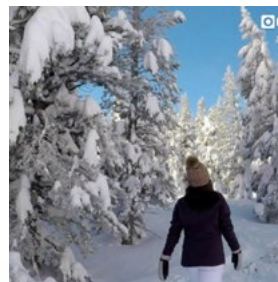
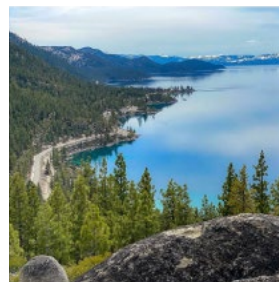


“ For North Lake Tahoe to stay open, we all need to do our part and show that we truly care. You wear a mask to protect me and I wear a mask to protect you. When we show up with a mask on, we’re showing up for each other. Mask UP. Adventure out. ”



STAY INSPIRED AND IN TOUCH VIA SOCIAL MEDIA

As we wait for better days to come, there's still so much we share in common – including our great love for this special place that stands as the crown jewel of the Sierra Nevada. We'll continue to share relaxing scenes, videos, and thoughts from North Lake Tahoe, and invite you and your clients to share in the discussion with us across our various social channels.



[f @TahoeNorth](#) • [@tahoenorth](#) • [@TahoeNorth](#) • [GoTahoeNorth](#)

RESOURCES

State of California Information

- » [California Coronavirus \(COVID-19\) Response Resilience Roadmap](#)
- » [Hotel & Lodging Guidance & Checklists](#)
- » [Placer County Reopening Requirements](#)
- » [California Department of Public Health](#)

State of Nevada Information

- » [Nevada Travelers & Visitors Information](#)
- » [Washoe County Roadmap to Recovery](#)
- » [Nevada Health Response](#)

North Lake Tahoe Information

- » [Go Tahoe North Meetings](#)
- » [Lake Tahoe Weddings](#)
- » [Take Care Tahoe](#)
- » [Tahoe Area Rapid Transit](#)

Airport & Travel Information

- » [Reno Tahoe International Airport](#)
- » [Sacramento International Airport](#)
- » [CDC Travel Information](#)



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**Tahoe City Visitor
Information Center**

100 North Lake Blvd.
Tahoe City, CA 96145
800.824.6348
Open Daily | 9am - 5pm

**D.G. Menchetti
Visitors Center**

969 Tahoe Blvd.
Incline Village, NV 89451
800.824.6348
Open Daily | 10am - 4pm

**North Lake Tahoe
Convention & Visitors Bureau**

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