

Visit Frisco understands the importance of meetings and the need to meet safely. Your health and security are very important to us. We have increased our [complimentary services](#) to better serve your needs and prepared this document to offer you access to the most up-to-date information on traveling to and throughout our city. This information includes details from the City of Frisco, our partners, Texas Governor Greg Abbott's Executive Order and The Governor's Report to "Open Texas."

TRAVELING TO FRISCO

AIRPORTS:

DFW Airport: Enhanced cleaning and sanitization measures throughout airport including TSA Security Checkpoints. Airport employees are required to wear PPEs.

[DFW Airport COVID-19 Traveler Information](#)

Love Field: Per order of Dallas County, airport employees and passengers over the age two are strongly encouraged to wear face coverings in the airport terminal, as well as practice safe social distancing.

[Dallas Love Field COVID-19 Information](#)

RIDE SHARE:

Uber: Drivers are required to wear PPEs. Riders are recommended to wear PPEs, and take precautions such as wash/sanitize hands, sit in back seat and open windows.

[Uber Your "Second First Trip"](#)

Lyft: Drivers and riders over the age of two must wear face coverings in Dallas County.

[Lyft COVID-19 Rider Updates](#)

LOCAL OPTIONS

Alto: [ridealto.com](#)

OneRide:

[s1global.net/onerideapp](#)

HOTEL HEALTH & SAFETY GUIDELINES

FRISCO SAFE & GBAC: Frisco Safe, which includes Visit Frisco's GBAC STAR program, is a shared commitment for all of us to stay safe and healthy, while following recommended public health guidelines. [Frisco Safe](#)

HILTON: Hilton CleanStay with Lysol Protection Program [Hilton CleanStay Program](#)

MARRIOTT: Marriott Cleanliness Council redefines the brand's cleaning and safety standards. [Marriott Cleanliness Council](#)

DRURY: Redesigned check-in process, social distancing signage, constant common area cleaning. [Drury Travel Happy Again](#)

HYATT: Global Care and Cleanliness Commitment [Hyatt Global Care & Cleanliness Commitment](#)

OMNI: Omni Safe & Clean Initiative following CDC health guidelines [Omni Safe & Clean Initiative](#)

WYNDHAM: Count on UsSM initiative [Wyndham Hotels & Resorts Count on Us Commitment](#)

MEETINGS/GATHERINGS

Gathering sizes vary.

Indoor events are limited to 50% of the facilities total listed occupancy. Event organizers should follow [reopening protocols](#).

Outdoor gatherings are limited to 10 people. Face coverings are required unless consuming food or drink, or attending a religious gathering.

More information can be found [here](#).

NOW OPEN

- Restaurants (limited capacity; bars closed)
- Gyms (limited capacity)
- Sporting Events (limited capacity)
- Swimming Pools, Water Parks (limited capacity)
- Museums, Attractions, Libraries (limited capacity)
- Church/Places of Worship
- Recreational Sports
- Massage/Personal Care/Beauty
- Parks

Full/updated list [here](#).

UPDATED December 10, 2020



FAQs

Q Does the City of Frisco have any hospital or healthcare professional representation on its "Recovery Team?"

A Yes, the City of Frisco's Medical Director, who consults with various medical organizations, is a member of the city's recovery team.

Q Are masks required?

A Yes. All Texans are required to wear a face covering over the nose and mouth in public spaces in counties with 20 or more positive COVID-19 cases, with few exceptions. More details can be found [here](#).

Q What cleaning precautions are local businesses, including hotels, being urged to take prior to reopening to promote safety?

A [Read](#) Governor Abbott's Open Texas report for tips including CDC Resources for businesses and employers.

Q Will there be ongoing monitoring of COVID-19 case trends?

A Yes, the Governor's Order, as well as the 'Open Texas' plan, calls for continued statewide monitoring and testing, which will drive the decision to move to the next phase – or take a step back.

Q Are there people capacity limits for commercial offices including hotel sales offices?

A As of September 21, offices may operate to the greater of 10 employees or 50% of the total office workforce. Social distancing requirements still apply and "working from home" is encouraged.

Q Will Visit Frisco continue to offer complimentary services?

A Yes! We have added to our list of the complimentary services we offer. You can find that full list [here](#).

Q Are hotels reopening with their full staffs available for meetings, conferences and events?

A Many hotels are reopening and operating with limited staffing. If you need assistance that is currently unavailable, please reach out to Visit Frisco and let us know how we can be of service.

Q Will the setup and flow of my event need to change due to COVID-19 and CDC safety guidelines?

A Setup needs will vary depending on government and CDC guidelines regarding gathering, social distancing and safety. Visit Frisco will continue to share updates to help our clients plan accordingly.

Q What should I do if I need assistance with virtual and/or hybrid meetings?

A [Contact](#) your Visit Frisco Services Manager. We have a list of local vendors ready to help with your virtual needs.

Q When will local sports venues open?

A Limited to 50% occupancy at professional, collegiate or similar sporting events.

Q What is currently open in Frisco for families and groups to enjoy?

A Restaurants, bowling alleys, retail, malls, movie theaters, some museums, venues and golf courses are allowed to open with limited capacities. Visitors are encouraged to maintain social distancing. More details can be found [here](#).

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