Covid-19 secure events

FROM THE EVERYDAY TO THE EXTRAORDINARY

YOU’RE IN SAFE HANDS
We at Prestige Venues & Events have been busy preparing for your return and working closely with our colleagues across Sodexo to come up with a set of measures to deliver ‘Covid-19 secure’ events.

As part of one of the largest facilities management companies in the world with expertise from cleaning through to food production, we are well-placed to ensure each and every event is delivered safely, as well as being an experience to remember.

We have a number of well-defined processes which we will be following with vigour to ensure you and your guests are well catered for and warmly hosted at all of our venues across the UK.

Following guidance from the UK and devolved governments, we will continue to update our procedures as and when advice changes. Please do take a look on the following pages for what you can expect when you visit one of our venues.

Be assured we are ready to welcome you back and can’t wait to see you!
WHAT TO EXPECT

• Venue cleaned to be Covid-19 secure
• Strict Health and Safety standards adhered to
• Staff fully trained on current standards
• Guidance document on what to expect on arrival including FAQ’s
• Travel details provided to booker

SAFETY MEASUREMENT

• Staggered arrivals to manage guest flow
• Social distancing measures in place including signage and posters
• Hand sanitising points
• Doors already open where possible
• Greeting and guidance from your dedicated event manager

WHEN YOU ARRIVE

BEFORE YOUR ARRIVAL ON SITE

• Flow markings
• Clear signage
• Hand sanitising units
• Chaperone
• Open doors policy

THE JOURNEY TO YOUR ROOM

WHAT WILL IT LOOK LIKE?

1

2

3

my event

What will it look like?

Thank you for practicing social distancing

Wait here

Hand sanitiser
YOUR ROOM SET UP

SOCIAL DISTANCING
- Social distanced set ups
- H&S briefing from host
- Floor flow markings
- Cleaning stations
- Trained host & staff
- Cleaning throughout day
- Hybrid events
- Great AV & Wifi

FOOD AND BEVERAGE

PACKAGING AND PROTECTION
- Tailored menu
- Range of disposable food containers, Crockery available on request
- Staggered breaks to manage delegate flow
- Pre-packaged cutlery from sustainable materials available

SAFETY MEASUREMENT
- Staff in protective uniform
- Perspex screens between serving staff and counters
- Toilets with one way system and capacity restrictions
- Contactless payments if needed

LEAVING THE VENUE

SAFETY MEASUREMENT
- Staggered departures
- Venue clean down

Have a safe journey home...
A lot of work will have been done before you arrive on site. It’s crucial to us that the venue you have chosen is clean, safe and ready to host a brilliant event.

- Venue cleaned to be Covid-19 secure
- Strict Health and Safety standards adhered to
- Staff fully trained on current standards
- Guidance document on what to expect on arrival including FAQ’s
- Travel and contact details provided to booker
ARRIVAL & JOURNEY TO YOUR ROOM

SAFETY MEASURES

It’s time for your arrival. All systems will be in place to greet your guests and host your event.

Getting to your event room will be clear and easy.

<table>
<thead>
<tr>
<th>Staggered arrivals to manage guest flow</th>
<th>Clear directional signage and social distancing guidance in place</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social distancing measures in place including signage &amp; posters</td>
<td>More hand sanitising points</td>
</tr>
<tr>
<td>Hand sanitising points</td>
<td>Chaperone by venue host to the room</td>
</tr>
<tr>
<td>Doors already open where possible</td>
<td>Doors open where possible</td>
</tr>
<tr>
<td>Greeting and guidance from your dedicated event manager</td>
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</tbody>
</table>
YOUR ROOM SET UP

SOCIAL DISTANCING

Once in your room you’ll notice the tables will be more spaced out than usual and frequent cleaning taking place throughout the day. Our food and drink range will be simpler but still high quality, and prepared in line with Covid-19 safety best practices.

- Socially distanced room set up
- Health and Safety briefing from host
- Floor markings and/or signs
- Cleaning/hand sanitising stations
- Trained host and staff regarding current standards
- Regular cleaning throughout the day
- Hybrid event facilities (video conferencing, virtual team building games)
- High quality AV services
FOOD & BEVERAGE/LEAVING THE VENUE

PACKAGING & PROTECTION

- Tailored menu for simplicity
- Range of disposable food containers to suit your event. Crockery available on request
- Staggered breaks to manage delegate flow
- Pre-packaged cutlery from sustainable materials available
- Staff in protective uniform
- Perspex screens between serving staff and counters where appropriate
- Toilets with one way system and capacity restrictions (dependant on venue layout)
- Contactless payments if needed

After your event we will facilitate staggered departures to monitor delegate flow. Once everyone has left site we will perform a thorough clean and disinfection of the event spaces, equipment and furniture including the route to and from reception, toilets and breakout rooms so everyone is kept safe.
BOOKING WITH CONFIDENCE

From the time in isolation, it’s been (literally) brought home to us that we appreciate the benefits of being together, working together and socialising together like never before. Collaboration inspires us as a team to do our best work. There simply is no substitute for being together. Creating experiences and memories are so important and events are the perfect way to bolster morale.

We want to reassure you to go ahead and start making those plans for future events; from office team building days to Christmas parties, we have a whole host of venues for you to explore during this time. Our booking policies are some of the most flexible in the market, and have been designed to ensure you have choice, every step of the way during this uncertain period.

If you make a new booking or reschedule an existing booking with us to a new date the following would currently apply:

- If the venue is still closed, we can either move your booking to another date, or if you wish to cancel, refund your deposit in full.
- If the venue is open, but there are ongoing restrictions that mean the event cannot take place safely, then we can re-book for another date up to the end of August 2021 (or beyond if this is a specific requirement).
- If everything is back to normal and there are no restrictions and travel is opened up more or less worldwide, if there are still concerns with regards to safety of those attending the event, then we would be happy to reschedule up to the end of August 2021.

The Hub is open for business and we have been taking enquiries and conducting virtual tours throughout the crisis. If you want to check availability or discuss venue options then please do get in touch with us for a chat either by telephone, email or live chat.

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@sodexoprestige

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