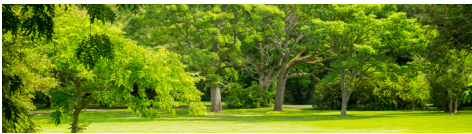


**MAKE
VENUES**

ADVICE AND INFORMATION FOR DELEGATES AND GUESTS



BROADWAY HOUSE
Part of **MAKE VENUES**

ENGINEERS' HOUSE
Part of **MAKE VENUES**

WOODLAND GRANGE
Part of **MAKE VENUES**

WELCOME

The health, safety and welfare of all our visitors, as well as our own team members, is our priority at this time.

Therefore, we would like to reassure you our customers that each of our Venues now has a working COVID-19 Duty of Care Policy, Risk Assessment and are all fully equipped with the relevant distancing, sanitizing and cleaning information and products.

Staff training in all areas of the Policy and Risk Assessment have been completed by every member of our team, each of whom are committed to keeping us all as safe as possible and to assist you our customers during each and every day.. albeit from a small distance of two metres.



COVID-19

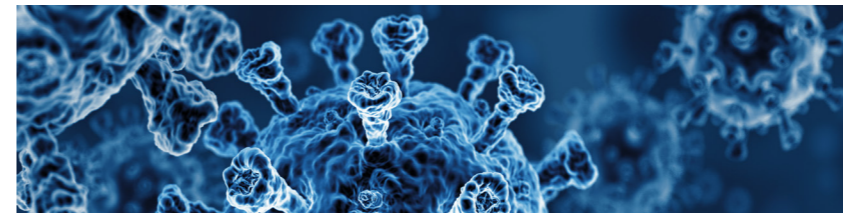
IMPORTANT INFORMATION, PLEASE READ THE FOLLOWING CAREFULLY AND FOLLOW THE INSTRUCTIONS

In the event that you have been abroad within the last 14 days, please advise your event organiser that you will not be attending due to the government requirement to self –isolate for a two week period upon return.

Please do not attend an event at any of our venues if you are experiencing symptoms of COVID-19 (as outlined on the Public Health England website: www.gov.uk/coronavirus)

If you feel unwell whilst attending an event and have symptoms of COVID-19 please make your way to the isolation room and dial NHS service 111 for further advice. Please then dial the dedicated contact number to inform a member of our team that you have self isolated. Do not leave the room under any circumstances until asked to do so.

(A floor plan of the venue is available in each conference room, denoting the location of the isolation room, your trainer will have been informed of the location prior to the event).



WHILST WITH US PLEASE DO FOLLOW THE GOVERNMENT GUIDANCE:

PLEASE DO:

- Let us welcome and look after you from a distance.
- Familiarise yourself with the routes to and from your training room, lounges and exits to assist everyone in moving safely around each venue.
- Observe the distancing signage and allow others to pass where two metre distancing may be a challenge, a few seconds makes a difference.
- Take note of the hand washing instructions in toilet facilities and use sanister stations as frequently as you would like to, these are found in all other areas of the venue.
- Use the hand sanitiser stations available throughout the building, and in any outdoor spaces
- Bring your own pen and notebook, it is safer as it belongs to you, but it also helps us reduce waste
- Use the bottle of water and glass that is provided just for you, no need to share.
- Remember that we are here for you and if you have questions just ask (from a small distance two metres)
- Let us know if you had a great day with us, we are here to assist and welcome your feedback



PLEASE DO NOT, (there are a few things, many apologies but safety first):

- Travel to the venue if you are experiencing symptoms of COVID-19 (as outlined on the Public Health England website www.gov.uk/coronavirus).
- Shake the hands of our team or your group members ... we all accept smiles .
- Be offended if our team remind you of some of the measures we have introduced.
- Forget that this is a team effort and we are all making each day as safe as possible .

Thank you so much for taking the time to familiarise yourselves with the measures we've put in place, we hope that you enjoy your time with us.



CLEAN TO GO: OUR DAILY COMMITMENT 'BUSINESS READY' EVERY DAY

Action	Every Hour	Every Meeting	Every Day
All meeting rooms thoroughly sanitised and security sealed, ready for your event		✓	
Venue and catering staff wearing the necessary PPE where appropriate			✓
Medical grade hand sanitiser is available throughout the venues, including meeting rooms, lounges and communal areas			✓
Medical grade disinfectant wipes readily available		✓	
Medical grade hand sanitiser in every restroom	✓		
Sensitive touch-points such as door handles, lift buttons, hand rails and restrooms sanitised hourly	✓		
Protective screens available for delegate registration			✓
Clear signage directing guests to refreshment areas and meeting rooms to avoid queuing and gathering			✓
Clear restroom signage to encourage effective hand washing			✓
Restroom hand towels to replace hand dryers			✓
Removal of pads and pens to reduce touch-points		✓	
Pre-arranged room sanitisation available throughout the day using electrostatic technology			✓
Social Distancing signage and banners visible throughout the venue			✓





BEDROOMS

At Woodland Grange, our Duty of Care and Risk assessment measures extend to the 114 available bedrooms within the venue.

Bedrooms will be serviced at your discretion and disinfectant wipes made readily available. Ahead of your arrival, our team will implement the '10 Key touch-point' deep clean:

1. Switches and electronic controls
2. Handles and knobs
3. Bathroom surfaces
4. Bathroom amenities
5. Window openings and radiator controls
6. Remote controls and telephones
7. Bed and Bedding
8. Hard surfaces such as tables, desks and nightstands
9. Wardrobe handle, iron and board, hangers and safe
10. In-room tea and coffee stations



SOCIAL DISTANCING

We are following the government guidelines regarding social distancing, and will make sure these measures are adhered to with every event.

Signage will help you help us in achieving our social distancing aspirations. Where lunch and refreshments are included in the pre-booked package, these will be served in a safe environment chosen by your organiser. Our team are fully briefed and here to help.



OUTDOOR SPACE

At both Engineers' House & Woodland Grange, you have access to outdoor space, where you can:

- Eat lunch or take a coffee break
- Relax and get some fresh air
- Get the same service from our team

FOOD SAFETY & SERVICE

We are all used to changes in how we look at hygiene, food safety and we need to behave. However, the Make Venues team still want to bring you a personal service 'from a distance', and make sure you both enjoy and feel relaxed during your stay with us, knowing that we have it covered.



These changes will keep things a little safer. We hope you like the additional touches:

- Where possible, each 'meeting' room will have its own dedicated refreshment area, serviced by a member of our team.
- All snacks will be individually wrapped with a mixture of home made cakes, biscuits and branded items.
- Venues with restaurant areas will operate a socially distanced queue system, protected by a glass screen. Catering staff will take restaurant orders and plate up chosen food items.
- A delivered food option to meeting rooms and private refreshment areas means that event organisers can pre-order meals which will then arrive in individual Tiffin boxes at a pre-agreed time.

Woodland Grange

- A breakfast bag option featuring individually wrapped breakfast rolls, pastries, energy bars, a drink and fresh fruit will be available as a grab and go option. The choice is yours.
- During dinner service at Woodland Grange, individuals will have the option to telephone food orders from their bedroom, food can then be picked up from the restaurant at your allocated time.



WE LOOK FORWARD TO WELCOMING YOU BACK TO MAKE VENUES AND HAVING PRODUCTIVE EVENTS ONCE MORE.



www.MakeUK.org/venues

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