



Keeping you *safe*

IMAGINE. EXPERIENCE. ACHIEVE.



WARWICK
CONFERENCES

The world we live in has changed. And change brings a new perspective. New ways to connect, to imagine, to experience and to achieve.

At Warwick Conferences, we are doing everything we possibly can to ensure the safety and wellbeing of our customers and staff are at the forefront of our thinking and in line with industry guidance.

We've therefore reinforced our already exceptional standards and adapted our offer and services when running your events at our award-winning venues to help keep everyone safe. This includes extensive deep-cleaning protocols and other safety measures within each venue.

We hope this reassures you about how our hard working and dedicated team are continuing to help recharge, energise and inspire your next future event or conference through these unprecedented times.

We look forward to welcoming you back soon.

Paul Bartlett
Director of Warwick Conferences



A safe way to be together

- All staff are advised to take a lateral flow test twice a week. We encourage visitors to carry out a lateral flow test prior to visiting our venues. More information can be found on <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests> & <https://www.gov.uk/report-covid19-result>
- Lateral flow tests are available at the venues if required
- Where possible individual group registrations will be moved from reception and allocated a specific zone or space
- Receptions are fitted with plastic screens
- Bedrooms are serviced daily, if a guest prefers us not to enter their room during their stay, please display your do not disturb sign
- We will continue to support the use of face coverings by individuals
- We will continue with enhanced cleaning in high touch areas of the building
- We have achieved the AIM Secure and the We're Good to go accreditations. Achieving these endorsements means that Warwick Conferences is regarded as delivering first-class service, excellent facilities and a total commitment to upholding legal compliance, health and hygiene protocols





Meeting spaces

Socially distanced meetings are still available.

warwickconferences.com

- Where possible, additional furniture and equipment, such as flipcharts and AV, will be removed from meeting spaces unless booked on request
 - Tables will be left clear of pads and pens (they will be available from a side table)
 - Deep cleaning will take place in meeting rooms both in between groups and on a nightly basis. Cleaning will focus on all hard surfaces and touch points including tables, chairs, AV equipment, lecterns, flip charts and markers
 - Two unique outside creative spaces with casual seating in a tranquil woodland setting can be booked as your sole meeting space or part of your day booking
- We also have both hybrid and virtual solutions available via our in house Event Production team



Comprehensive cleaning approach

We've set new stringent deep cleaning protocols for disinfection, operation and maintenance, as well as adding additional procedures to achieve a new level of cleanliness.

Our reception area

- Hand Sanitisers are available for customers to use throughout the building
- The Reception team will clean and sanitise the desk on an hourly basis
- Check in will have limited contact points:
 - Key cards will have been sanitised before use
 - On check out used keys will be deposited into a separate container to be sanitised
 - A clean pen will be offered to every guest when registering and then left in a separate container to be wiped down and sanitised
- We have moved to a cashless environment wherever possible including
 - Encouraging guests to settle any room accounts with the pre-authorised card provided on check in
 - Asking guests to pay via contactless technology wherever possible at the bar or across the desk
- Card payment devices will be wiped down by the Reception team between users and antibacterial wipes will be available should a guest wish to do this themselves



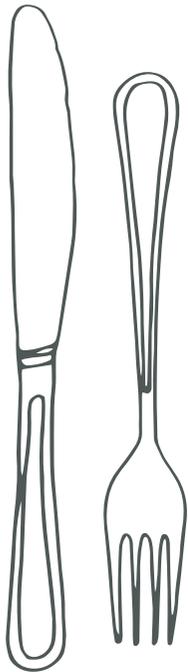
Bedrooms

- We will deep clean and sanitise bedrooms between bookings focusing on common touch points including:
 - Switches and electronic controls
 - Handles and knobs
 - Major bathroom surfaces including hand soap dispensers etc
 - Telephones
 - Bed, bedding and any soft furnishings
 - All hard surfaces
 - Safes, kettles etc
 - Any in room food and beverage supplies
- All housekeeping equipment including trolleys and vacuum cleaners will be wiped down and sanitised at the start and end of each shift



FOOD AND BEVERAGES

Given the ever-changing nature of this situation, we will ensure we adapt to guidelines whilst still offering choice and a quality offer. Your safety will remain our priority.



- Our food and beverage provision will include:
 - Buffets
 - Table service
 - Contact free meeting space catering
 - Individually prepared boxed grab and go meals
 - Room service
- Access will be managed by a member of our team
- We ask you to keep to your allocated time in order to help us control the flow on number of people in areas of the building
- Private dining available
- Hand-sanitiser stations will be available at the entrance to these areas
- All touch points will be cleaned regularly and sanitised at least once an hour
- Antibacterial wipes will be available so that guests can clean and wipe areas themselves should they feel more comfortable to do so

TAKE A VIRTUAL TOUR

Exploring our spaces has never been easier. Take a 360 degree, fully interactive virtual tour around our venues and discover our unique meeting spaces, social spaces, accommodation options and more - all from the comfort of your own chair.

warwick.ac.uk/conferencesvrtour



Our location

Based in the heart of the UK and easily accessible from across the UK, and the world. We are located at the University of Warwick which lies on the outskirts of Coventry, 3 miles from the city centre.

Get in touch

For more information or to discuss your next event, give us a call or drop us an email - we'd love to hear from you.



Warwick Conferences

+44 (0)24 7652 3222

hello-conferences@warwick.ac.uk

www.warwick.ac.uk/conferences