



# 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 Government advice.

We've therefore reinforced our already exceptional standards and set out some new guidelines when running your events at our award-winning venues to help keep everyone safe. This includes extensive deep-cleaning protocols, social distancing 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**



# Social distancing - a safe way to be together

We are taking careful actions to facilitate social distancing.

Look for extra signs to guide you through our venues and help us all practise social distancing.

- Large, spacious car parks allowing for effective spacing and assisted by signage and attendants
- From large, spacious venues to numerous outdoor environments, our spaces allow for better social distancing
- There will be clear signage showing where to enter and exit each building
- Clear signage and floor markings throughout each building
- Individual group registrations will be moved from reception and allocated a specific zone or space; where possible this will become the group's breakout space, limiting crossover between events
- Receptions are fitted with plastic screens
- We will avoid any time where room attendants enter a guest's bedroom room whilst the guest is checked in
- We would ask you and your delegates to wear face coverings in all public areas and meeting spaces. Face coverings are not required in areas where food & drink is being served
- Where possible, meeting spaces will be allocated in order to keep groups in their own zone, including registration, breakout and catering areas
- Guest lifts will be limited to only those with accessibility needs and will be cleaned on an hourly basis
- It may be necessary to close certain public areas. Areas such as lounges and fitness rooms may be closed when we first open
- We will be operating the NHS Track and Trace System
- 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

To accommodate the 2 metre social distancing guidelines and to ensure the safety of our delegates, trainers and staff, we have re-designed our room capacities.

- Provision has been made for socially distanced capacities
  - 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)
  - Where water is provided in meeting rooms this will be served in individual bottles for each person
  - 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
- Warwick Conferences can still provide meeting rooms, each room will have a restricted capacity of 50% and we can also link meeting spaces via video to deliver to larger groups
  - 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-sanitising station for all customers to use on entry
- 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-authorized card provided on check in
  - Asking guests to pay via contactless technology wherever possible at the bar or across the desk (up to £45)
- 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

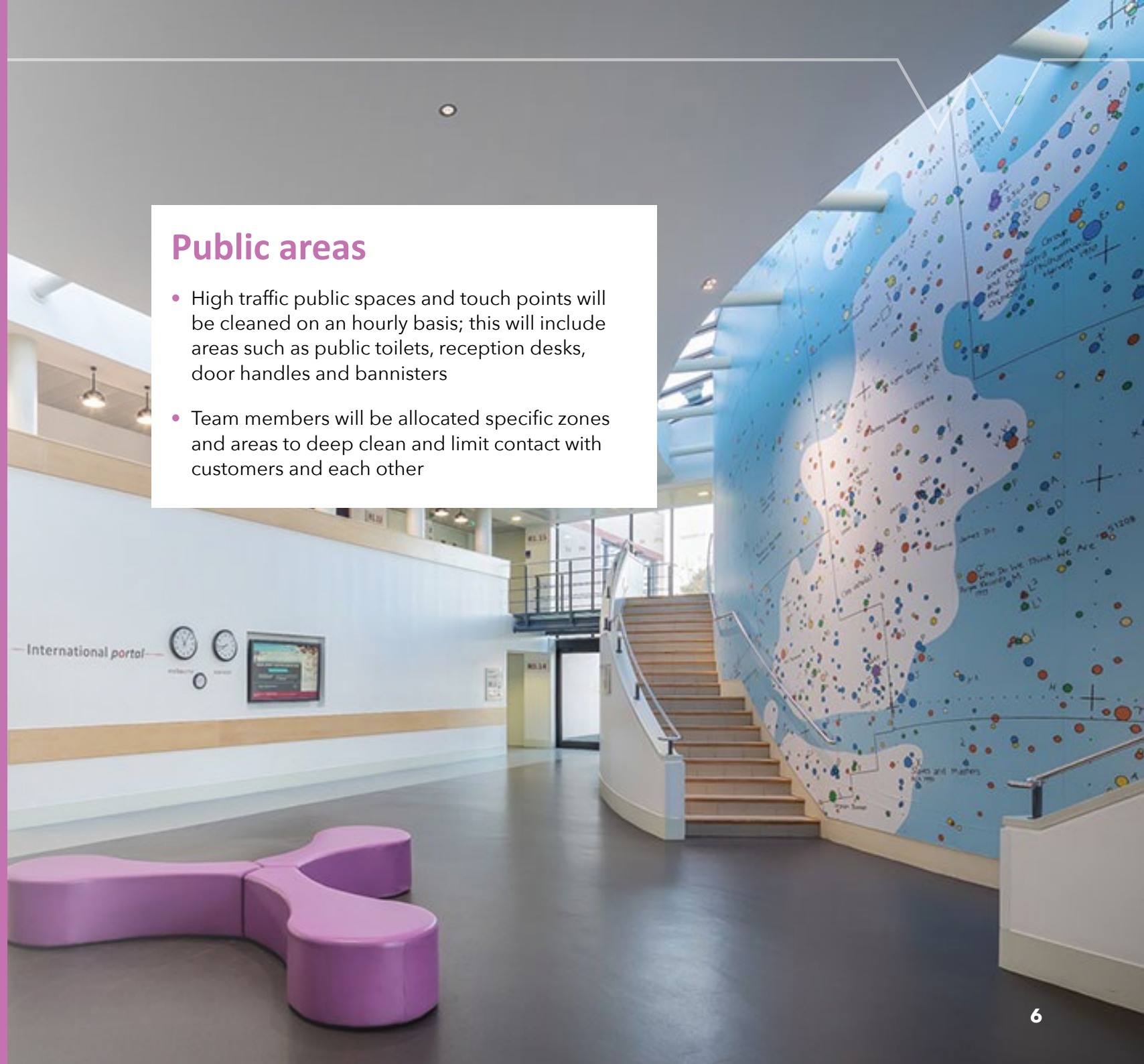


## Training

Our team will be provided with disinfecting kits and ongoing enhanced training designed to protect their well-being while continuing to deliver our award-winning customer service to you.

## Public areas

- High traffic public spaces and touch points will be cleaned on an hourly basis; this will include areas such as public toilets, reception desks, door handles and bannisters
- Team members will be allocated specific zones and areas to deep clean and limit contact with customers and each other



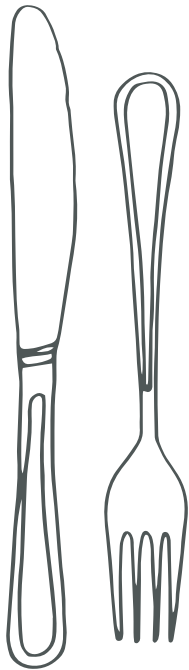
## Bedrooms

- 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
- We will remove items that may not be necessary and have them available on request including clock radios, stationery sets, bibles and additional bedding
- We will move where we can to a sealed bag or tagged system to illustrate the item has been sanitised since its last use; this includes hairdryers, remote controls and any mugs and glassed in the room
- Guest dry cleaning procedures will change to reduce the contact on forms and packaging, utilising contactless drop off and collection points
- Menus and any other in-room information, including a letter about our enhanced procedures, will be replaced for every new guest
- 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 evolve our food and beverage offer from a complete contact free offer where restaurants, bars and public spaces are not permitted to be open through to a reduced, social distanced based offer. Therefore, the service offerings below are likely to be a mix and match and merge over time.



- Contact free food and beverage provision including:
  - Pre-packed grab and go served on environmentally sourced disposable items
  - Room Service (where possible)
  - Contact free meeting space catering provision
  - BBQ or picnic lunches in our outdoor spaces and patio areas
- Access to any food and beverage areas will be controlled and limited. For example, we will have:
  - Designated entrances and exits
  - Limits on the number of people in the area at any one time
  - Signage and floor markings will be prevalent
  - Access will be managed by a member of our team
  - Dependent on numbers, guests may be given an allocated time for collection or entry
- 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](http://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**

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