

COVID-19 secure instructions for meeting organisers and their attendees

Effective from 12 April 2021

Background

Current legislation permits business meetings, education and training events to be held for up to a maximum of 30 delegates. We have therefore put in place a range of measures to ensure that our venue fully complies with the latest government guidance on being COVID-19 secure.

Our meeting venue will follow 1m social distancing rule with mitigation, such as the requirement for face coverings to be worn whilst moving around the venue, once seated you may remove your mask and whilst eating and drinking, but your mask must be worn at all other times.

Our meeting venue has been split into three specific "bubbles" or grouped meeting rooms, with each having its own dedicated venue staff member to help facilitate venue services.

The current reopening roadmap is listed below, this procedure will be updated as we progress through the key dates.

Until 17 May 2021

Meeting bubbles will not be operating concurrently. This means that we will only have one bubble per floor at any one time. The maximum that we plan to accommodate for the present time will be limited to 30 on the ground floor and 10 on the lower ground floor.

This is significantly below our usual capacity of 300 theatre for the ground floor and 50 theatre for the lower ground floor.

17 May until 21 June 2021

The venue can open for up to 50% of our capacity so we can have events for up to 100 people in one group, we will still use masks inside and use the 1m social distancing rule and regulation.

21 June 2021 onwards

All restrictions are lifted, and we can do all events and operate at full capacity. We will still have sanitiser available, do temp checks on arrival to the venue, masks may be required to be worn as you move around the venue, we will update as we progress through the reopening road map.

Meeting organisers that plan to use our venue to conduct interviews will need to allow time between interviews for the venue team to steam sterilise and clean all contact points in meeting rooms as well as the replenishment of sterilised catering equipment and beverages.

Interviews will need to be conducted in large rooms with at least 2m distance between the interview panel members and interview candidates.

Travelling to the venue

We expect that all meeting attendees and visitors who are planning to travel to our venue will adhere strictly to government guidance that is in force including but not limited to the following:

- Wherever possible, walking or cycling to the venue
- If using public transport, wearing a face covering throughout the journey and avoid travelling during peak times by staggering your journey as appropriate.
- Maintaining social distancing as appropriate while travelling on public transport and when out in public.

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- Avoiding close face to face proximity with people outside your family and friend bubbles
- Carrying hand sanitizer on your journey to our venue. We can offer a free refill (small hand sized container)
- Not travelling if you are feeling unwell
- Please follow government guidelines and use free lateral flow tests twice a week to ensure you are not carrying the virus

It is also essential that all meeting attendees should plan to arrive at our venue no more than five minutes before the time specified by the meeting organiser.

Please do not come to our venue if any of the following applies:

- You believe that you have been in contact with anyone who has displayed COVID-19 symptoms in the last 14 days
- You have been informed by contact tracers that you have been in contact with anyone who has or is suspected to have COVID-19 symptoms
- You are running a temperature or are feeling generally unwell
- You are displaying any of the known symptoms of COVID-19
- You suspect that you may have come into contact with someone that has COVID-19
- You have been advised to self-isolate or self-quarantine for any reason or tested positive via a lateral flow test or PCR test
- You have within 14 days been to any country that the UK government has a health travel advisory warning in place

On arrival into the venue

Please adhere to all notices displayed outside of the venue and follow the correct entry to the venue. **Please do not enter if you feel unwell.**

- Please keep your face covering on when entering the building
- Use the hand sanitizers mounted on the walls as soon as you enter the building
- Report to reception and provide confirmation of your contact details as part of the contract tracing requirement. The reception team will advise exactly what information we need to collect from you
- We will conduct a socially distanced temperature check which may be repeated up to three times to ensure an accurate reading
- You will be advised as to the meeting room and area by the meeting organiser and will be escorted directly to the meeting room or if attending an interview to a small waiting area
- Please adhere strictly to all procedures, signage, systems, safe-guards and directions in place before, during and after your meeting
- Hand sanitizing is compulsory on entry to building and on entry to any applicable catering points
- A one-way system is in place around the venue which you will need to strictly follow
- Please respect the social distancing rules that we have in place

Toilet etiquette

We currently have in operation a “one in and one out” policy. Please therefore refrain from more than two people queuing to gain entrance to toilet facilities.

Please use the disabled toilet as well as either the Gents or Ladies. Follow door signage and use the hands-free foot opening and closing mechanism which is on the bottom of the door.

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Meeting in a bubble

We have adopted a 'meeting bubble' approach and have created a set of procedures that you will need to strictly follow.

1. Attendee preference sheet

You will be required to complete a meeting attendee preference sheet which will include all the key information that we need. Your personal information will be held by the meeting organiser strictly for contact tracing purposes.

This electronic form must be completed and returned at least 72 hours before the planned meeting.

We will be using assigned seating for all meetings to allow the smooth tracing and processing of your unique event experience.

- Full name
- Area travelling from
- Mode of transport
- *Allergen information
- *Lunch preference (packed/boxed lunch choice)
- Seat allocation number
- Other detail you feel we need to know

2. Building plan

You will be issued with a digital (pdf) plan of the building showing:

- Entire floor plan of the floor your event will be on
- The one-way system around the venue
- The assigned catering and meeting room/areas
- The route you must take to the venue meeting/ catering rooms
- The flow path around the bubble meeting room and catering space

- Where your assigned seat is in the meeting room
- Where to return used/dirty catering equipment to in the meeting room

3. In the meeting room

- Please follow the one-way flow around meeting room
- Be mindful of your distance from other meeting attendees and staff
- Do not congregate in any area inside or outside our venue
- Seating has been set in accordance with social distancing requirements. Please do not move any chairs or change seats unless you are asked to do so by venue staff
- All furniture has been sanitized before your arrival, so please do not touch anything outside your bubble

4. In the catering area

- Observe social distancing and one-way flow to the catering area
- Please sanitize your hands using the wall mounted hand sanitizer unit on entry to the catering room
- Your hot beverage will be served to you, where tea, coffee, sugar and milk will be added for you – please bear with us while you are being served
- Please choose your snack off the snack area (all snacks are served on sanitized plates) please only take when you are sure, do not pick up, put down and choose something different
- Please collect a bottle of water from the water station in the room, pick up the bottle with the glass on top this is yours for the day, please return any time for a new bottle and glass, please place your used items on the dirties trolley in the room

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Our cleaning and sanitizing systems

- Venue chairs are steam cleaned with a professional steam cleaner after every meeting
- All hard surfaces are sanitized after each meeting using professional cleaning products and hot steam.
- All touch points are cleaned and sanitized every two hours and on check list
- Staff have been fully trained in hand hygiene and are monitored for compliance
- Gloves are worn for each specific served catering service and changed during each process
- All staff will wear face shields.
- All crockery is fully sanitized in a dishwasher and all items are not touched by hand
- Equipment is handled by staff using PPE, ensuring it is fit for purpose. Please place any used equipment on the dirties trolley

We want you to enjoy your experience of visiting and attending a meeting at 15Hatfields. Please do follow any advice and direction of venue staff that are on duty during your visit. If you have any queries, please speak with a member of the venue team.

Thank you for choosing 15Hatfields.

