



We assure you ...

The safety of both our customers and teams is of paramount importance to us and we hope the following will offer you and your guests' clarity of the measures we will be putting into place throughout your event journey with us

Pre event ...

The planning of your successful and safe event will begin beforehand with the following measures

- We will allocate new events to an appropriately sized room to achieve social distancing for the planned numbers of people in attendance. Upgrade existing events to larger rooms to facilitate social distancing advice with your Ridgeway Conferencing event co-ordinator to discuss all the final details are in place including revised layouts where appropriate and necessary and revised catering offers ensuring there are no unavoidable changes on the day
- Provide a pre-event advice sheet with hints and tips to meet social distancing steps during the event, this will include information on emergency evacuation should the need arise during your event.
- We will guarantee that your room will be fully deep cleaned prior to the event and all hard surfaces, tables, chairs, flipcharts, door handles have been sanitised in between use

On arrival ...

We want to reassure you that our usual warm welcome and big smiles will still be there and delivered at an appropriate distance and with a twinkle in the eye. Look for the “smize” if we’re wearing a face covering!

- In all of our locations we will introduce social distance markers on the floors and wherever possible “one-way systems” with arrows to encourage easier movement and create additional space around the venues
- Doors where possible (and safe to do so) will be left open so there is less hard surface to hand contact
- At peak times we will have allocated members of the team as “social distance marshals” who will help direct customers to their event space with minimal dwell time at pinch points.
- Lift usage where appropriate will be reserved for customers with limited mobility only and other customers will be encouraged to use the stairs and adhere to the one-way systems in place
- Organisers of events will be given the option of going through our “meet and greet” as a “contactless” experience on the phone with the Events Team OR at an appropriate distance in their event space

In your meeting room...

During pre-event planning we will have recommended the best solutions for your event and we commit to the following...

- Allocating the largest available space possible for your event
- Proposing the best layout to achieve social distance and to meet your needs
- Providing “sanitation stations” for your delegate’s needs which will include anti-bacterial wipes, hand sanitiser and sealed disposable cups if you have requested a package including refreshments.

Break out areas ...

- Our coffee dispensers and hot water areas will be clearly marked, we will ensure social distance markers are on the floor to keep queues in good order
- Sealed disposable cups will be supplied
- Regularly sanitise the hard surfaces in these areas
- We will also have appropriate signage in our toilets to encourage social distance in these areas and encourage guests to use toilets outside of main break times

Food offer ...

If you know us then you'll already be aware we love our food and are very proud of what we offer, during our next phase we will be offering...

- Individually sealed breakfast muffins, pastries, cookies and snack packs
- A "grab and go" lunch offer, to avoid cross contamination by guests at buffet stations.
- Designated lunch areas and times to collect 'grab and go' offer to take back to your socially distanced individual delegate space
- These areas will be supported by our Events team in appropriate PPE, maintaining social distancing at all times.

We will offer as much support as you need

Venue hygiene and cleanliness...

In addition to our usual hand washing facilities we will provide hand sanitisers in our public bathrooms, reception areas and lobby areas.

Sanitisation and disinfectant ...

- The chemicals we use are compliant and on the approved list of chemicals for the control of Covid-19 outbreaks.
- The Ridgeway Centre Conferencing also follows industry colour coding guidelines for all cleaning operations
- We will continue with our increased cleaning regimes to sanitise all hard surfaces in our breakout areas, toilets, door handles and handrails at regular intervals during the day.
- We will also provide sanitisation wipes in breakout rooms, event spaces and toilets for individual use by our guests

Our team ...

The health and wellbeing of our teams is of equal importance to us. We will encourage everyone to adhere to social distancing guidelines and take steps to ensure they make us aware if they have been in close contact with anyone developing symptoms or suffering from the virus

Our Catering team and food handlers will continue to work at our usual high standards as outlined by the FSA (Food Safety Act) and will wear appropriate and use PPE as recommended by government guidelines

At the beginning of each shift, each team member will report to their line manager for a welfare check to confirm their current health and well-being. If there is any doubt a team member is unfit for work they will be sent home and instructed to follow the government isolation guidelines

What if the guidance changes? ...

The situation surrounding Covid-19 is constantly evolving and we expect that these guidelines will be, at points, subject to change. Any changes will be in line with the recommendations of both the government, statutory and industry bodies.

What if your plans change due to Coronavirus (Covid-19) ...

If you need to postpone your event as a result of the current Covid-19 pandemic and we are open for business we are happy to support you (subject to availability) by offering one date move without incurring any cancellation charge or any fluctuation in rate, provided the change is made a minimum of 28 days prior to your current event date.

Any further changes to the event would be subject to our standard terms and conditions.

What if we need to close The Ridgeway Centre Conferencing again ...

We have introduced the following new contract term which addresses this and other force majeure incidents. If we find ourselves in a situation where we have to temporarily close our venue again and your event falls during this time then the following addresses this:

“In the event of a force majeure incident that prevents the venue from operating, neither party will be liable to the other for failure to fulfil its duties as outlined in this agreement. For the avoidance of doubt a force majeure incident would be defined as fire, flood, strikes, the passing of acts of government, declared or undeclared war or threat of war or other hostilities, acts of terrorism or a declared pandemic directly affecting the country.

In the event that the event cannot be rescheduled any prepayment, whether it be as a deposit or in full and depending on the client's preference, will be either;

- held on account to be used towards a suitable alternate event
- refunded in full"

If you need more information...

We hope that the above has provided you with more clarity on the plans we have in place to allow you to run your event safely, whilst maintaining the welcome you've come to expect from The Ridgeway Centre Conferencing.

If you have any further questions or require additional advice then please don't hesitate to contact us on 01908 224588 or email us on events@theridgewaycentre.com and a member of our Events team will be happy to help

We really look forward to welcoming you soon