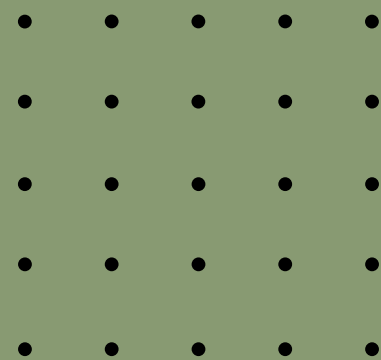


# STAY SAFE, FEEL SAFE CHARTER

KEEPING YOU COVID SECURE  
AT OUR VENUES



THE VENUES COLLECTION  
space to meet, space to sleep, space to celebrate



Committed to  
reassuring you and  
keeping us all safe

# WE HAVE A PLAN



We understand your first priority before booking a hotel room, organising or attending an event is your health and well-being. At The Venues Collection we are making this our priority too.

This is our commitment to you; our **Stay Safe, Feel Safe** COVID Secure Standards Charter.

We will continue to monitor and act on advice from the UK government, Public Health England and the World Health Organisation, regarding precautions on COVID-19 and adjust these standards accordingly.

Be assured, as a minimum, this new six-point charter will be in all The Venues Collection prior to reopening.

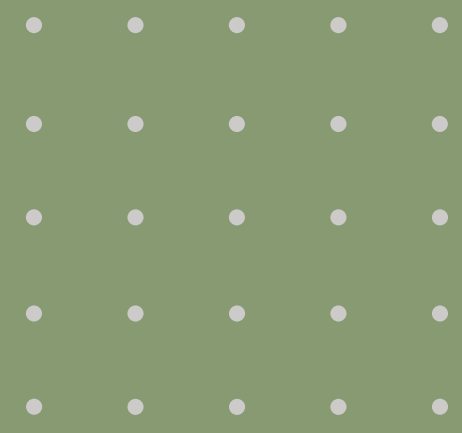
I wanted to personally thank you for supporting The Venues Collection and we hope to welcome you back in the very near future.

*Joanne*

Joanne Barratt  
Managing Director, The Venues Collection



# 1. CLEANING & HYGIENE

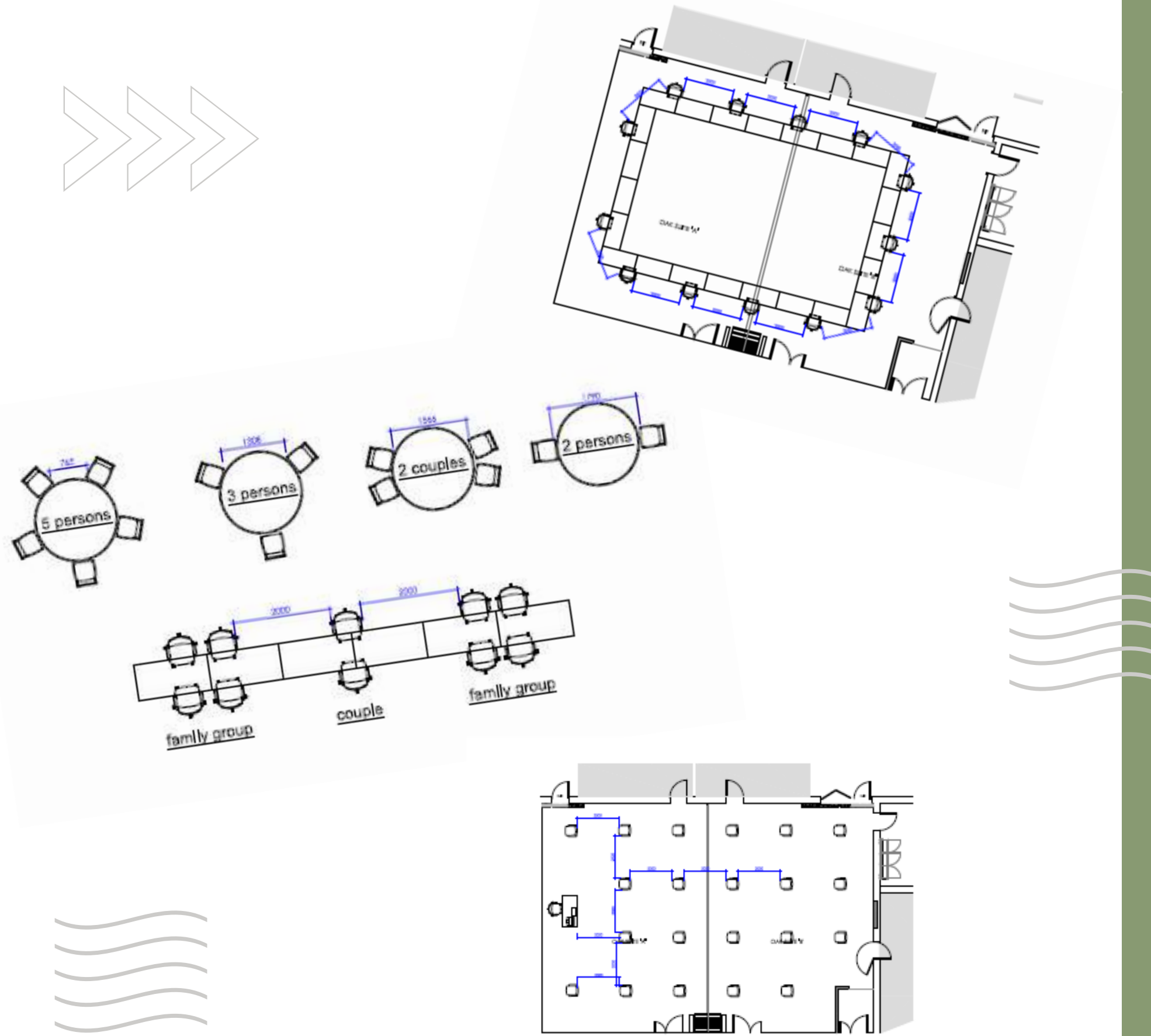


- We operate an 'open window' policy to ensure your room is well ventilated, so the window may be open on your arrival.
- We use recognised cleaning products and antibacterial cleaners, used by the NHS as part of our new cleaning protocols.
- We have increased the frequency of cleaning, paying close attention to high contact areas such as door handles, handrails and card readers.
- Hygiene stations with hand sanitisers have been placed around our venues for customers and colleagues to use.
- We actively remind all colleagues and guests to continually practice safe hygiene measures.
- For extra safety; any colleagues working in close proximity to one another and our guests must wear personal protective equipment.
- Once a room has been sanitised, a seal will be placed on the door, so you know no one else has entered the room.



# 2. SOCIAL DISTANCING

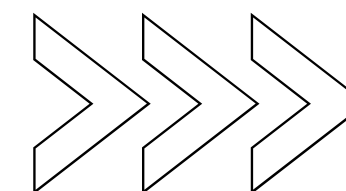
- All guests are asked to follow Government guidance if visiting us, including the wearing of face coverings & checking in on the NHS track & trace app.
- We have created one-way flow systems & where possible, we've created separate entrances and exits to our venues.
- We have installed 2m signage across the venue to help you keep a safe distance from others.
- We will work with you to prevent congestion such as staggered arrival / departure times and catering breaks to make sure they don't get too busy.
- All of our venues have revised their event layout styles to accommodate social distancing.
- Recommendations to travel alone will be easy with us; out of town locations, with lots of outdoor space and large car parks are what we are all about.



Sample CAD Drawing for various event layouts with 2m spacing.  
Copyright: The Venues Collection



# 3. FOOD & DRINK



- The way we serve food has changed, but the great taste hasn't! We are providing more grab and go options, screen guards at counters and buffet meals plated for you.
- Segregated seating in our restaurants will be in operation to help you keep a safe distance from others.
- Our bar service has been set up to ensure social distancing and other expected measures are in place.

## Did you know?

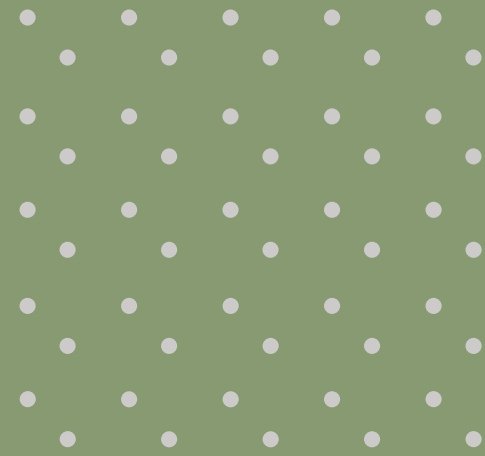
We're part of global caterer **Compass Group Compass UK&I**, who prides itself on delivering high quality and nutritious catering with safety at the forefront of our operations.

As such we adhere to the Health Protection (Coronavirus, Restrictions) (England) (Scotland) (Wales) Regulations 2020 in order to follow the Government's recommended advice.



# 4. TEAM TRAINING

- For everyone's safety, all of our team members will complete 2 x lateral flow tests each week, when working in our venues.
- All of our team are required to have had full training on our ongoing protocols and procedures to protect themselves and our customers.
- Teams will be briefed daily on any changes to our COVID Secure Standards to protect them and you.
- They will be on hand for you whatever your need.



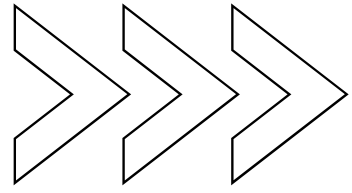




# 5. CONTACTLESS SERVICE

- Guard screens are in relevant places where guests will come within 2m of our team.
- All our venues are operating as cashless and we encourage contactless payments wherever possible.
- Anything deemed non-essential in meeting and hotel rooms e.g. stationary has been removed, but can still be provided on request, subject to availability.

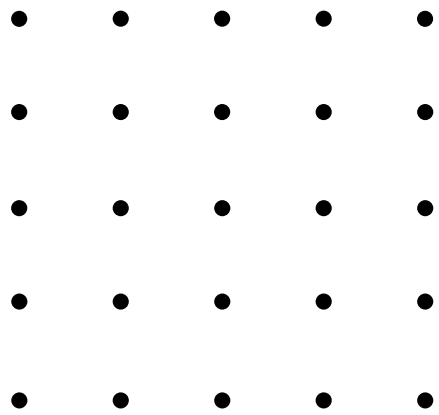




# 6. BOOK WITH CONFIDENCE

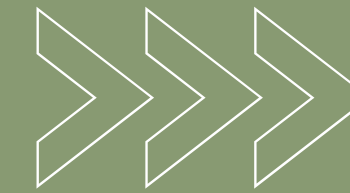
- 25% more space at no extra charge.
- Competitive rates and flexible rescheduling terms. If you receive a better rate let us know and we will do all we can to match or even beat it!
- If you need to move your event due to COVID-19, we will work with you to secure a new date with no financial penalty.
- Prompt and efficient 3rd party commission payments.
- Backed by global caterer Compass Group, for further financial reassurance.

Flexible terms, subject to availability.





# HAVE A QUESTION?



If you have any questions, please do get in touch via the contact details on our website. Our team would be delighted to have a conversation with you and take you through this charter in more detail.

We look forward to welcoming you back in the very near future.



**THE VENUES COLLECTION**  
space to meet, space to sleep, space to celebrate



Charter is subject to change.

Last updated 7.1.21.

## Did you know?

Our team was the first hotel in the UK, to work with Public Health England and the World Health Organisation to repatriate British citizens and their families, after being flown from Wuhan City in China, the epicentre of the current outbreak of Coronavirus.

We were delighted all guests tested negative for the Coronavirus, however, our experience has led the way for working in these unprecedented times and all the considerations that go with it.

