

## 65 Queen's Gate

### COVID-19 Guest Safety Measures

Updated 21.10.2020

#### Our commitment for safer meetings and events post COVID-19

We worked hard behind the scenes to prepare 65 Queen's Gate for reopening, and to ensure it's a safe and secure environment for both our staff and guests to return to. We want you to feel confident in the service you will receive throughout your time at 65 Queen's Gate. We have been recognised as Covid-Safe with accreditations from both Visit Britain and the Meetings Industry Association.

Our priority is to keep you safe so that you can fully enjoy the venue. We've enhanced our technology options and cleaning procedures, staff have undergone additional training and our food and drink offer has been adapted.



Take a read below to see exactly what this looks like.

#### Before your visit

- Our team at 65 Queen's Gate have been fully trained in the lead up to reopening.
- Please provide your contact details to the event organiser in advance. It is a government requirement we keep these details for 21 days if needed for Test and Trace. Data is kept in line with GDPR and is deleted after 21 days have passed.
- If you're experiencing symptoms of COVID-19, ensure you follow NHS guidelines and self-isolate if needed. Please do not come to the venue.
- If you've recently returned from overseas or areas in the UK with local lockdowns or higher alert levels, you must follow any quarantine rules that may still apply.

### **Arriving at the venue**

- Please do not arrive early for your meeting. There is limited waiting space due to social distancing measures
- Please clean your hands upon arrival. We have provided hand sanitiser in many areas.
- Sign in at our new Reception desk – details must be registered in advance
- Take time to read our new venue safety measures
- PPE is not provided for guests, but you may wear your own if you feel more comfortable. PPE is available for our staff where required

### **During your visit**

- Please wear a face covering in shared areas, e.g. corridors, reception, toilets. This is a legal requirement, unless you are exempt.
- Hand sanitiser is located at several points throughout the building for your use
- Please do not move any furniture. This has been set out specifically for your group size and to adhere to social distancing guidelines. If you need assistance, do not hesitate to contact the team.
- Please maintain recommended social distance as much as possible
- Adhere to signage and be extra mindful at highlighted pinch points, such as toilets and stairs
- The lift is only available to guests who require it for accessibility

### **The daily clean**

- Hand sanitiser is located at several points throughout the building for your use.
- Each morning a thorough clean of the venue is undertaken by our team who've been fully trained.
- Prior to each event beginning, all touchpoints in meeting rooms are disinfected. From the tables and chairs to remote controls, switches and so forth.
- After the morning clean, a two hourly cleaning cycle commences. All common touchpoints such as door handles, rail handles and so on, are disinfected. As well as sanitiser pumps checked and refilled as required.
- Rooms are thoroughly cleaned morning and evening. Additional hand sanitiser and antibacterial wipes will be available in every room

### The dining experience

- We can provide individually packed lunchtime meals from our caterers, Eden. With delicious options for most dietary requirements and fully recyclable crockery and cutlery.
- Each guest will be provided with a bottle of water in the meeting room in case you've forgotten to bring along a reusable bottle from home. Our bottles of water are made from recycled plastic.
- Break-time treats such as biscuits will be provided individually wrapped.
- Staff will be wearing PPE where any food and beverage is served.
- Refreshment stations will be sanitised before use by our team wearing PPE and lunches will be delivered in individual portions



### After your visit

- If you start to feel unwell or experience symptoms of COVID-19, please follow NHS guidelines
- If you test positive for COVID-19, follow Government guidelines. If within 7 days of your visit to our venue, please also let us know

### Please do not come to the venue if;

- You are experiencing symptoms of COVID-19. Stay at home and ensure you follow NHS guidelines and self-isolate if needed. Please do not come to the venue

- You have returned in the last 14 days from overseas where quarantine rules still apply
- You have returned in the last 14 days from any region in the UK that is in a local lockdown
- You have been in contact with anyone who suspects they have COVID19 and is waiting for test results