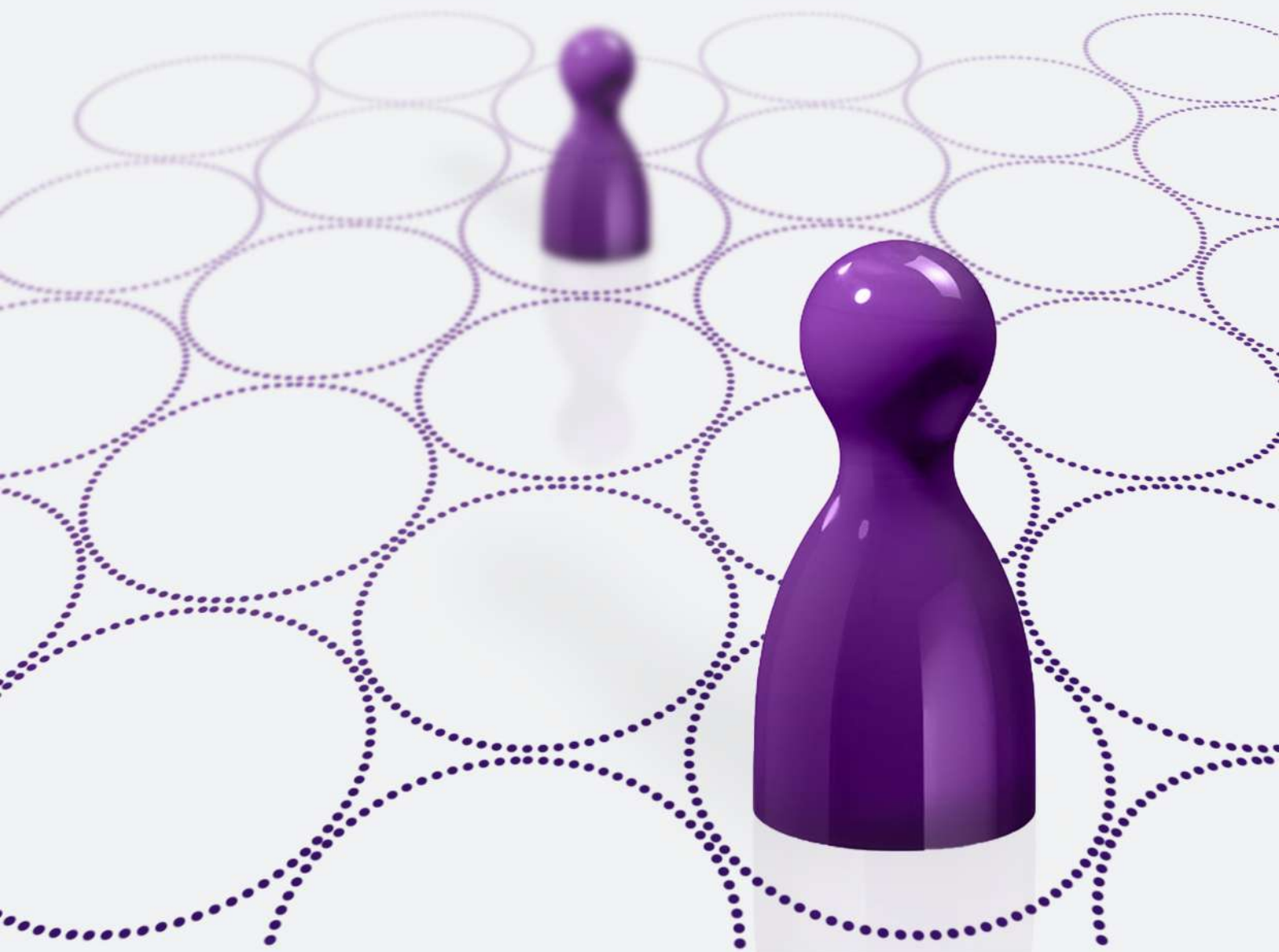


IMAGO  
VENUES

# SAFE IN OUR HANDS





## **WE'RE BACK, WE'RE SAFE, WE'RE READY TO GO.**

Our teams have been very busy preparing a comprehensive set of measures designed to give you the peace of mind to book your next event.



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# PRE-ARRIVAL EXPERIENCE

We understand things won't quite be the same for the foreseeable future as we all adapt to a 'new normal'. Whether you're booking an overnight stay or an event, we'll guide you through exactly what to expect and the measures in place to keep you safe.



## ACCOMMODATION GUESTS

As part of your booking confirmation, we'll send instructions of exactly what to expect when you arrive for an overnight stay.



## EVENT BOOKERS

We will advise on the spaces, numbers, catering options and digital solutions available to run a safe event.

We will send out details of your personalised customer journey in advance of your arrival.

# ARRIVING ON SITE

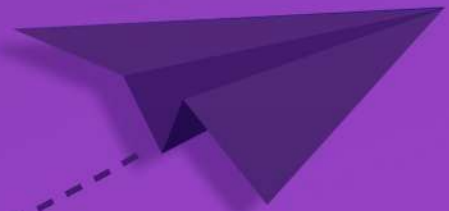
Depending on the nature of your event, or whether other events are occurring on-site, we may give you a designated arrival procedure to follow. Where necessary, temporary signage will be in place to guide you safely to where you need to be.



## CAR PARKING

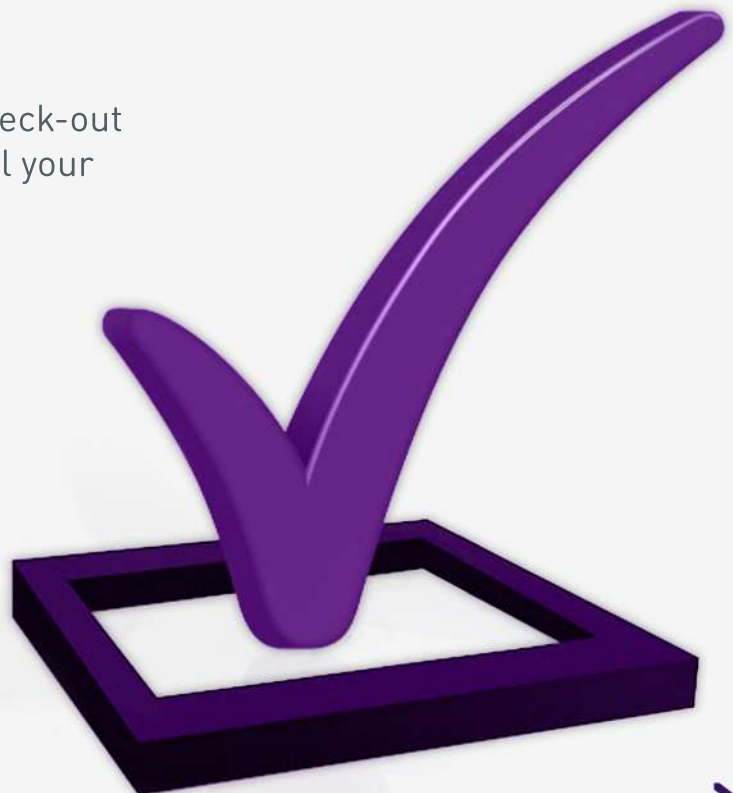
We have ample spaces available and anticipate that arrival times will be sufficiently spread out to avoid mass gathering.

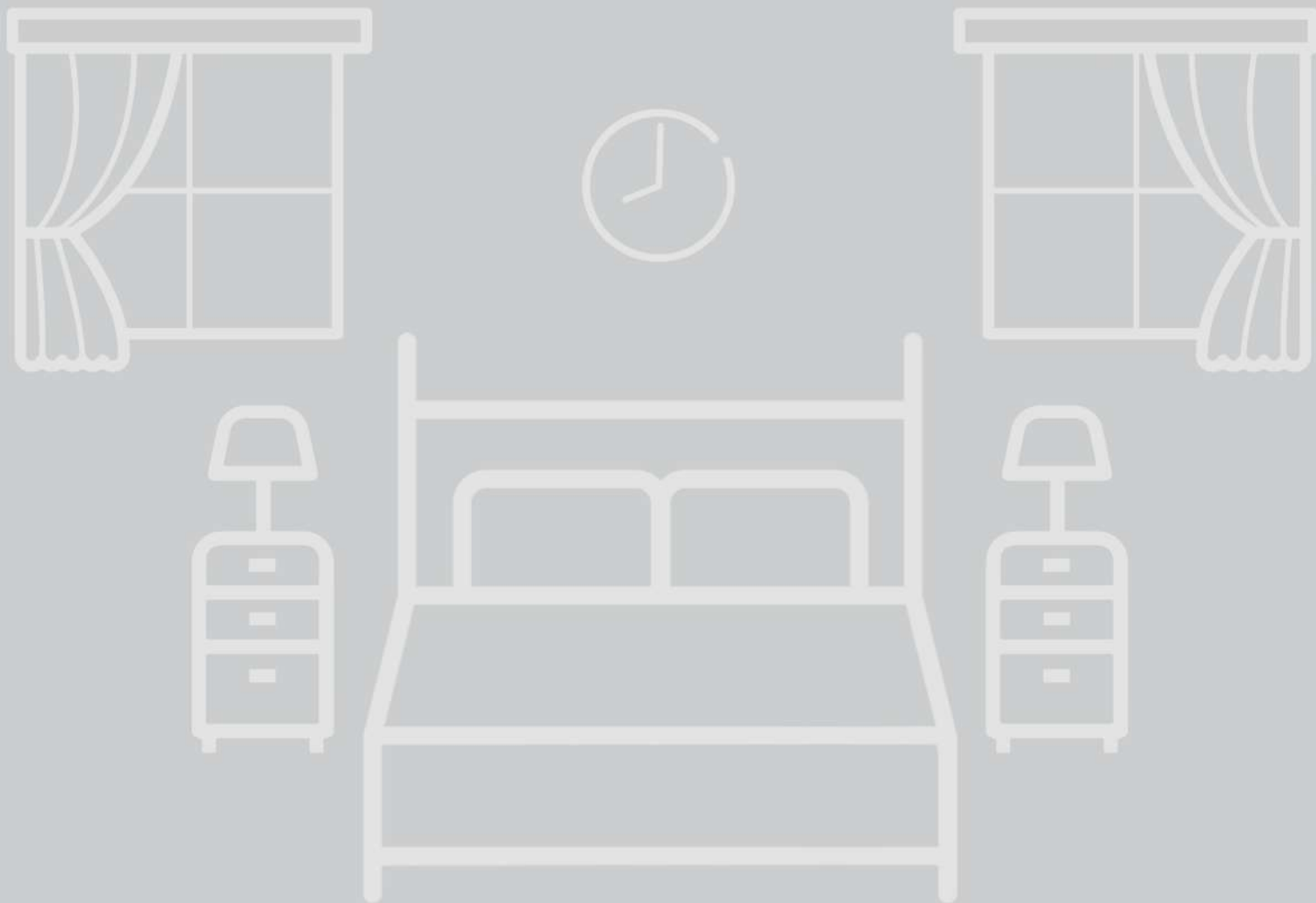
At peak times, our team will be on hand to help coordinate parking.



# CHECK-IN AND CHECK-OUT

- Accommodation guests will arrive and check-in through reception, which has been fitted with perspex screens to shield customers and staff.
- Conference guests will be allocated a reception zone to check-in on arrival.
- We have created portable reception pods to give greater flexibility.
- We will only be accepting cashless payments.
- Our room keys will be sanitised and put into individual envelopes prior to arrival.
- We have sanitiser stations in reception and all public spaces.
- We will be operating an express check-out service for all guests and will email your invoice after your stay.





## STAYING OVERNIGHT

If you're staying overnight as a conference or leisure guest, we've made a few changes in the bedrooms...

- All removable items have been taken out of the rooms, such as comment cards, menus and leaflets.
- We are changing pillows and duvets after every check-out.
- We are introducing a digital concierge service.
- Printed single-use menus will be available on request.



# STANDARDS OF CLEANLINESS

We have always taken pride in our standards of cleanliness but, to give you further reassurance during this pandemic, we have implemented even more stringent measures to maintain a safe environment.

## 08. STAFF PPE

Our team members will be wearing gloves, disposable aprons and any other necessary PPE items. This will provide them with the necessary protection and keep you safer by eliminating cross-contamination.

## 01. HARD SURFACES

We will be cleaning all hard surfaces and contact points - such as floors, desks, tables, light switches, remote controls - with Ultra AX Viricidal cleaner. This is a proven disinfectant that is effective against Coronavirus, Influenza and other viruses.

## 07. OFFLINE ROOMS

We will put our bedrooms offline between check-outs and meticulously disinfect between guests.



## 02. KEY AREAS

We will be cleaning all key areas with Ultra AX Viricidal cleaner and applying it directly for the recommended contact time. This process will leave the surface clean and free from all enveloped viruses.

## 06. PUBLIC AREAS

Public areas will be cleaned even more frequently and we have implemented checklists in public toilet areas. These will be cleaned hourly and signed off, to reassure you that these checks have been carried out.

## 03. HIGH-TOUCH AREAS

We will regularly wipe and disinfect high-touch areas such as door handles, light switches, TV remotes and lift buttons.

## 05. TOWELS AND LINEN

Our towels and bed linen will continue to be collected and professionally laundered. Duvets and pillows will be laundered between guest stays.

## 04. SUNDRY FURNISHINGS

We will remove all 'nice to have' items such as bed runners, cushions and any items that cannot be easily laundered.

**If you would like further details or reassurance on our cleaning regimes, please do not hesitate to ask us.**



# SOCIAL DISTANCING

We understand that guidance on social distancing is changing frequently. However, we have planned for a 2M separation and will have instructional signage throughout our venues to guide you.

## MEETING ROOMS

- We have amended event capacities and reduced layout options to allow delegates to be 2M apart.
- All shared equipment will be sanitised before and after each use, including tables, chairs, remote controls, cables and laptops.
- We have removed all non-essential items, such as stationery and pens, from the meeting rooms and made these available on request.
- There will be sanitising stations in meeting rooms and throughout the venue and we will provide a pack of disinfectant wipes for organisers.
- We are providing individually bottled water and/or sanitised water stations using vegware cups.

## BREAKOUTS

- We will be staggering break times to avoid multiple use of space and mass gathering.
- Where possible, separate breakout areas will be allocated per group.
- We will only be providing pre-packed food items and no shared utensils.
- Our shared coffee stations will have strict social distancing in place and will be sanitised frequently.
- There will be reduced furniture to allow for adequate social distancing around the venues.





## BURLEIGH COURT CONFERENCE CENTRE & HOTEL

Room	Classroom	Theatre	U-shape	Boardroom
Convention	42	50	20	20
Avon	25	25	10	10
Severn	10	15	6	6
Dove	10	15	6	6
Swift	25	25	10	10
Soar	25	25	10	10
Derwent	20	25	10	10
Wye	10	14	6	6
Trent	12	12	6	6
Malcolm Brown	9	9	5	5
Jubilee	x	x	x	4
Tamar	x	x	x	4
Syndicates 1-12	x	x	x	4

## THE LINK HOTEL

Room	Classroom	Theatre	U-shape	Hollow Boardroom
The Charter Suite	70	70	20	20
Wallace	12	12	6	8
Davies	16	16	8	10
Butler	16	16	8	10
Richards	20	20	10	12
Reception room	x	x	x	4

## ELITE ATHLETE CENTRE & HOTEL

Room	Classroom	Theatre	U-shape	Hollow Boardroom
Seminar 1	6	6	x	x
Seminar 2	9	9	X	x
Seminar combined	16	16	8	10

## HOLYWELL PARK CONFERENCE CENTRE

Room	Classroom	Theatre	U-shape	Boardroom
Turing	95	95	x	x
Stephenson	20	55	10	10
Babbage	x	x	x	x
Brunel	13	13	8	8
Murdoch	13	13	8	8
Brunel/Murdoch	26	26	13	13
Kelvin	x	x	x	5
Marconi	x	x	x	5
Kelvin/Marconi	10	10	6	6
Pascal	13	13	12	12
Edison	x	x	x	6
Boardroom	x	x	x	6



# CONTACTLESS SERVICE

Our business is all about hospitality. It's really hard not providing our usual service but we've come up with some measures to keep the service standard high, yet contact-free.

- Our staff have received full training on the new social distancing measures.
- We have introduced 'social distance champions' to guide you and keep us all safe.
- All food will be prepared safely by our chefs and individually portioned for guests.
- We have a selection of contactless food options, from 'grab and go', pre-boxed or room delivery.
- Restaurant, lounge and bar areas will be socially distanced and will operate a strict one-way system.
- We will have table service or collection points for all food and drink orders.
- All cutlery and condiments will be individually wrapped and portioned.

# SCAN, ORDER AND PAY

We are implementing digital solutions to make it easier for you to place table orders, request room service or instant message us from your meeting room.

Our concierge service can be operated from your own devices without having to download an app.

Simply scan QR codes to order and pay on the go. We will then deliver to your door, or notify you of your collection point.

You can also use the service to instant message and live chat with our Front of House teams.





# IMAGO

VENUES

WE'RE READY AND LOOK FORWARD TO  
WELCOMING YOU.

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