



safe, seamless and
successful...

Safe, seamless and successful event planning at the**studio** ●●●

We realise that in uncertain times even the smallest of events can be daunting to organise. We are here to **support** and **guide**, providing the **solutions** you need to plan a **safe** and **successful event**. Here you will find our **10 point plan** for **successful meetings** at the**studio** in these uncertain times.

Here you will find...

- What we are doing 'at a glance'
- Pre event planning
- Once you arrive on site
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- Our team
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The **safety** of our **customers** and our **team** is of **paramount importance** to us. We hope the following will offer you **reassurance** of the **measures** and **actions** that are in place throughout our venues to ensure we are taking all **reasonable care** to deliver your event safely with the **well-being** of your guests remaining at the **heart of everything we do**.

Please do not hesitate to contact us at any point and talk us in person about an existing event, a new enquiry or just to say hello. **We really have missed everyone very much!**

t: 0800 028 6694

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What we are doing 'at a glance' ...

If you don't have much time, here is a quick reference guide to our plans...

- A **dedicated team member** will be on hand to support and guide you through all the event planning process and requirements.
- We will allocate the **largest event space** possible to your event to create **space to meet safely**, including appropriate use of and access to our breakout areas.
- If appropriate we can even offer **exclusive use** of individual floors or our venues as a whole.
- We will provide access to **roof terraces** for breaks or to work outside in the **fresh air**, in our Birmingham, Manchester and Leeds venues.
- We will offer fully supported **pre-event advice** on how your event will be operated, to include a **check list** for you to consider and share with your guests.
- We can recommend options for **virtual delegate** attendance and **hybrid meeting solutions** in partnership with our **Industry Leading video conferencing partners "LIFESIZE"**.
- We will evidence and display our cleaning and hygiene measures in **accordance with RoSPA and BICs and always following up to date COVID19 advice**.
- We will ensure you receive your usual studio warm welcome on arrival with an introduction to our **one-way systems** and **social distance measures**.
- We will provide **sanitation stations** around our venues and at the entrance to all individual event spaces.
- We will be serving our usual great, **home-cooked studio food** prepared according to all **FSA standards** and served as a hot and cold "grab and go" offer.
- We are offering **flexible terms and conditions** to give you confidence to plan your event and the flexibility to change your plans should the situation change.

Pre event **planning...**

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

- Upgrading our existing bookings to **larger rooms** to facilitate social distancing at **no additional charge**, creating space to **meet safely**.
- If appropriate we can discuss options and propose **exclusive use** of individual floors or our venues as a whole.
- Commit to new bookings that we will propose the **very best rate and space** that we have available.
- In some instances, to ensure that we can deliver your event to the highest possible standard, we may need to quote a supplementary charge in addition to the Day Delegate Rate. This supplementary charge will ensure that we are able to deliver events to our high studio standards and **adhere to any current restrictions** and will cover any additional costs we may incur including staffing, PPE and additional measures we need to make to ensure you a seamless, safe and successful event.
- **Individual consultation and advice** with your studio event co-ordinator to discuss all the final details are in place. This will include revised layouts where appropriate and revised catering offers ensuring less unplanned changes on the day.
- Providing a **pre-event advice sheet** with hints and tips to meet social distancing steps during the event.
- Discuss **specialist technical support** available to reduce numbers attending the event in person, including video conferencing and live streaming to help those whom may be vulnerable and unable to attend in person.
- Offer specialist support with our **industry leading partners LIFESIZE** on hosting hybrid and **super events** that can reach and encourage **international participation**.
- A promise that your room will be **fully deep cleaned** prior to the event.

Once you arrive on site ...

We assure you that our usual warm welcome and big smiles will still be there and delivered at an appropriate distance, guiding and helping you and your guests on the day.

- In all 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 where they need to get to in the venue 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 duty manager OR at an appropriate distance in their event space.

In your meeting room...

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

- Allocating the largest available space possible for your event.
- Propose the best layout to achieve social distance and to meet your needs.
- Provide a “sanitation station” in each room for your delegate’s needs which will include anti-bacterial wipes, hand sanitiser and sealed disposable cups that clients may wish to use rather than studio glasses or mugs.
- Removal of all high-risk touch point items from the meeting tables.

Breakout spaces...

Our excellent bean to cup coffee machines are in our communal areas so we will ...

- Ensure social distance markers on the floor to keep queues in good order.
- Regularly sanitise the hard surfaces in these areas.
- Work with organisers to agree specific break times to avoid more than one event breaking out in the areas at the same time.
- 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 and refreshments...

You know we love our food at the studio and are very proud of what we offer, during our next phase we will be offering...

- Individually sealed breakfast muffins, pastries, cookies, snack packs.
- A “grab and go” hot lunch offer, to avoid cross contamination by guests at buffet station.
- The lunch will be our usual healthy and balanced offering; a choice of hot main dishes, sides and studio sweet treats, still accommodating dietary requirements and allergens.
- Designated lunch areas and times to collect grab and go offer to take back to socially distanced individual delegate space.
- These areas will be supported by our studio team in appropriate PPE and adhering to social distancing at all times.

Health, safety and hygiene measures...

We will continue to operate to our usual high standards and adhere to all measures under the Health and Safety at Work Act 1974 and the Control of substances Hazardous to Health 2002.

We will actively seek to be accredited with any government schemes that are introduced to mitigate against the risk of COVID19.

We have a long-standing relationship with CIM Associates, who are our health, safety and cleaning consultants. They are ROSPA (Royal Society for the Prevention of accidents) GOLD accredited and are training and assessors for BICSc (British Institute of Cleaning Science).

In addition

- All of our team are fully trained via the extensive CIM modules, chemical competence, safe use of equipment, biohazard cleaning, sanitation, disinfection, cross contamination control, hazard points and PPE.
- The chemicals we use are compliant and on the approved chemicals for the control of COVID19 outbreaks. Sani 4:1 and Diversey D10.
- These are the chemicals being used to sanitise at regular intervals all hard surfaces and touch points throughout all areas of our venues.
- Industry colour coding guidelines are followed for all cleaning operations.
- We will evidence and display our cleaning practices and hygiene measures in place.
- Team members and customers will be expected to practice high standards of personal hygiene with regular hand washing with soap and water for at least 20 seconds.
- Sanitiser dispensers and anti-bacterial wipes are available at regular points throughout all of our spaces.

Our team...

The health and wellbeing of our teams is of equal importance to us and ensuring they are fit, well and equipped to do their jobs is paramount.

Because of this:

- We will operate and deliver all services in accordance with [social distancing guidelines](#).
- We will take steps to ensure the team make us aware if they have been in close contact with anyone developing symptoms or suffering from the virus and follow the government guidelines for them to self-isolate.
- At the beginning of each shift all team members will report to their line manager for a health and well-being check to agree they are “[fit, well and able to work mentally and physically](#)”.
- Team members will be provided with [appropriate PPE](#) for the task they are performing
- Our kitchen team and food handlers will continue to work to the standards outlined by the [FSA \(Food Safety Act UK\)](#) and will be provided with appropriate and recommended PPE.

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

If your plans change due to Covid-19...

If you need to postpone your event as a result of the current Covid-19 pandemic but we are open for business we are happy to support you by, subject to availability, offering one date move without any 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.

If we need to close due to Covid-19...

We are introducing a new contract term which will address this and other force majeure incidents if we find ourselves in a situation where we have to temporarily close our venues again and your event falls during this time the following will address 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 which the venue is located. In such instances the venue would make every reasonable endeavour to source an alternate venue for the event or reschedule the event to a future agreeable date at no further cost to the client.

In the event that an alternate venue cannot be found and/or 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;

- i) held on account to be used towards a suitable alternate event*
- ii) refunded in full”*

For further information and support...

If you are still unsure, don't hesitate to get in touch to chat through any questions you may have:

t: 0800 028 6694

e: events@**studio**venues.co.uk

w: www.**studio**venues.co.uk/further-help

