

We'll take good care of you...



# Safer Meetings

our response to COVID-19



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Here at 110 Rochester Row we'd like to share with you the measures we're taking in response to Covid-19 to keep you, your delegates and our colleagues as safe as possible.

We are accredited as a Covid-19 secure venue by Visit Britain and the Meetings Industry Association



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## Register

If you are attending an event or visiting 110 Rochester Row you'll need to register using the Trusted Trace system. You can choose to do this on arrival or save time using the link on our website.

The Department for Health & Social Care has asked us to keep your details for 21 days and to share them with the NHS in the event of a fellow customer or staff member testing positive for coronavirus.

Data is handled according to GDPR security and ethical standards at every stage of the process from collection and if required transfer to and use by NHS personnel.



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## Welcome

- On arrival you'll find plenty of signage (digital and physical) to guide you safely around the venue where we've introduced a one-way flow to maintain safe social distancing measures.
- Face coverings must be worn at all times in the venue.
- Hand sanitisation and disposal points are available at the entrance and throughout the venue.



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## NHS Test & Trace

- You can check in to the venue using the NHS Test & Trace App
- We'll still need to make a note of your details for security and safety using the MIA Trusted Trace system
- If you don't have a smartphone we can register your details manually for you

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## Cleaning

We're introducing an enhanced cleaning regime with attention to common touchpoints;

- handrails
- door handles
- lift panels
- bathrooms

Our cleaning contractors Regional Services have the following accreditations

- ISO9001 (Quality Management System),
- ISO 14001 (Environmental Management System),
- Safe Contractors
- The British Institute of Cleaning Science.



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## Meeting Space

- Rooms allocated appropriate to numbers respecting social distancing rules
- Upgrades to even larger spaces subject to availability
- Arrivals & departures staggered to minimise potential contact
- Refreshment breaks served in-room or at different times
- Sanitised & disinfected prior to your event
- Exclusive venue hire available



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## Catering

- As grazing the buffet is off the menu at the moment, our catering partners Eden have created a range of mouthwatering social distancing menus with the emphasis on serving personal food platters and individual hot boxes to make your meetings & events as enjoyable and safe as possible.
- You can be assured that while every safety measure is being taken, food is still responsibly and sustainably sourced to produce the same delicious menus you've come to expect.





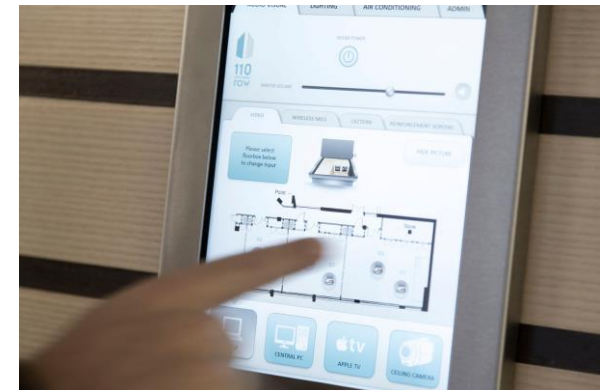
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## Technology

We realise that not everyone will want to or in certain cases be able to travel to the venue; we can offer virtual solutions to support your event including:

- Online conferencing
- Microsoft Teams
- Live Streaming

All of our onsite equipment is available to use free of additional charge, including laptop, projector & screen, flipcharts & whiteboards



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## Contracts

We've amended our event contracts in accordance with Meetings Industry Association & HBAA guidelines to reflect the current situation affording you and us the most flexible approach possible.



## Delegate Lists

We will ask you to supply us with a list of attendees; we will store the list securely in compliance with GDPR regulations for as long as necessary or for a maximum of one month after departure at which point these will be destroyed or wiped from our systems.



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## **Risk & Review**

We have updated our venue risk assessments and health & safety policy and procedures, we ask that you and your delegates follow the guidelines while you are with us to keep everyone safe.

Organisers will be required to supply a risk assessment prior day of event.

Our policies and procedures are kept under constant review and may change without notice to reflect the latest recommendations and/or regulations.

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## Our Team

- Our colleagues are supplied with protective personal equipment, have all been re-trained in the highest standards of hygiene and of course social distancing.
- Each member of the team has trained in Food Hygiene & Safety, with City & Guilds accreditation.
- Temperature checks for all staff before each shift
- Staggered start & finish times to minimise travel risk



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**Contact us:**

For further information or to discuss your next event

t: 020 7828 2888

e: [info@110rochesterrow.co.uk](mailto:info@110rochesterrow.co.uk)

Virtual show-arounds & online booking

[www.110rochesterrow.co.uk](http://www.110rochesterrow.co.uk)

