



# Covid-19 secure events

FROM THE  
EVERYDAY  
TO THE  
EXTRAORDINARY

YOU'RE IN  
SAFE HANDS

sodexo





**AMANDA BROWN**

SALES DIRECTOR, PRESTIGE VENUES & EVENTS

# WELCOME

We at Prestige Venues & Events have been busy preparing for your return and working closely with our colleagues across Sodexo to come up with a set of measures to deliver 'Covid-19 secure' events.

As part of one of the largest facilities management companies in the world with expertise from cleaning through to food production, we are well-placed to ensure each and every event is delivered safely, as well as being an experience to remember.

We have a number of well-defined processes which we will be following with vigour to ensure you and your guests are well catered for and warmly hosted at all of our venues across the UK.

Following guidance from the UK and devolved governments, we will continue to update our procedures as and when advice changes. Please do take a look on the following pages for what you can expect when you visit one of our venues.

Be assured we are ready to welcome you back and can't wait to see you!

*Amanda Brown*

# my event

## WHAT WILL IT LOOK LIKE?

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### BEFORE YOUR ARRIVAL ON SITE

#### WHAT TO EXPECT

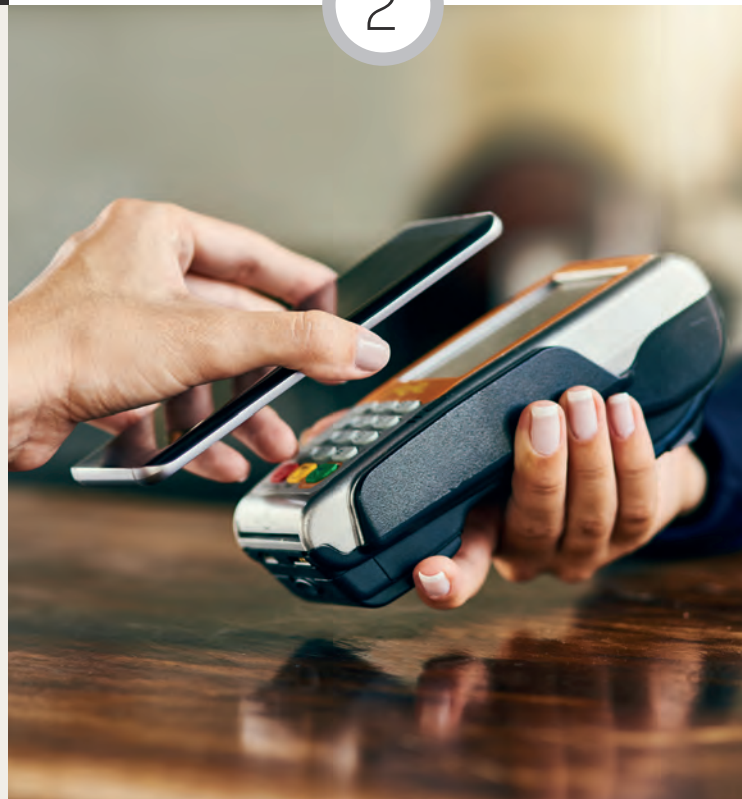
- Venue cleaned to be Covid-19 secure
- Strict Health and Safety standards adhered to
- Staff fully trained on current standards
- Guidance document on what to expect on arrival including FAQ's
- Travel details provided to booker

### WHEN YOU ARRIVE

#### SAFETY MEASUREMENT

- Staggered arrivals to manage guest flow
- Social distancing measures in place including signage and posters
- Hand sanitising points
- Doors already open where possible
- Greeting and guidance from your dedicated event manager

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### THE JOURNEY TO YOUR ROOM

#### ONE WAY SYSTEM

- Flow markings
- Clear signage
- Hand sanitising units
- Chaperone
- Open doors policy



## YOUR ROOM SET UP

### SOCIAL DISTANCING

- Social distanced set ups
- H&S briefing from host
- Floor flow markings
- Cleaning stations
- Trained host & staff
- Cleaning throughout day
- Hybrid events
- Great AV & Wifi

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5

## FOOD AND BEVERAGE

### PACKAGING AND PROTECTION

- Tailored menu
- Range of disposable food containers. Crockery available on request
- Staggered breaks to manage delegate flow
- Pre-packaged cutlery from sustainable materials available
- Staff in protective uniform
- Perspex screens between serving staff and counters
- Toilets with one way system and capacity restrictions
- Contactless payments if needed

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## LEAVING THE VENUE

### SAFETY MEASUREMENT

- Staggered departures
- Venue clean down

*Have a safe journey home...*



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BEFORE YOUR  
ARRIVAL ON SITE  
WHAT TO EXPECT

2

WHEN YOU ARRIVE  
SAFETY  
MEASUREMENT

3

THE JOURNEY TO  
YOUR ROOM  
ONE WAY SYSTEM

4

YOUR ROOM SET UP  
SOCIAL DISTANCING

5

FOOD & BEVERAGE  
PACKAGING &  
PROTECTION

6

LEAVING THE VENUE  
SAFETY  
MEASUREMENT

# BEFORE YOUR ARRIVAL ON SITE

## WHAT TO EXPECT

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A lot of work will have been done before you arrive on site. It's crucial to us that the venue you have chosen is clean, safe and ready to host a brilliant event.

- ✓ Venue cleaned to be Covid-19 secure
- ✓ Strict Health and Safety standards adhered to
- ✓ Staff fully trained on current standards
- ✓ Guidance document on what to expect on arrival including FAQ's
- ✓ Travel and contact details provided to booker

# ARRIVAL & JOURNEY TO YOUR ROOM

## SAFETY MEASURES



It's time for your arrival. All systems will be in place to greet your guests and host your event.

- ✓ Staggered arrivals to manage guest flow
- ✓ Social distancing measures in place including signage & posters
- ✓ Hand sanitising points
- ✓ Doors already open where possible
- ✓ Greeting and guidance from your dedicated event manager

Getting to your event room will be clear and easy.

- ✓ Clear directional signage and social distancing guidance in place
- ✓ More hand sanitising points
- ✓ Chaperone by venue host to the room
- ✓ Doors open where possible









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BEFORE YOUR ARRIVAL ON SITE  
WHAT TO EXPECT

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WHEN YOU ARRIVE  
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THE JOURNEY TO YOUR ROOM  
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YOUR ROOM SET UP  
SOCIAL DISTANCING

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FOOD & BEVERAGE PACKAGING & PROTECTION

6

LEAVING THE VENUE  
SAFETY MEASUREMENT

# YOUR ROOM SET UP

## SOCIAL DISTANCING

Once in your room you'll notice the tables will be more spaced out than usual and frequent cleaning taking place throughout the day. Our food and drink range will be simpler but still high quality, and prepared in line with Covid-19 safety best practices.

✓ Socially distanced room set up

✓ Health and Safety briefing from host

✓ Floor markings and/or signs

✓ Cleaning/hand sanitising stations

✓ Trained host and staff regarding current standards

✓ Regular cleaning throughout the day

Hybrid event facilities (video conferencing, virtual team building games)

✓ High quality AV services

# FOOD & BEVERAGE/ LEAVING THE VENUE

## PACKAGING & PROTECTION

✓ Tailored menu for simplicity

✓ Range of disposable food containers to suit your event. Crockery available on request

✓ Staggered breaks to manage delegate flow

✓ Pre-packaged cutlery from sustainable materials available

✓ Staff in protective uniform

✓ Perspex screens between serving staff and counters where appropriate

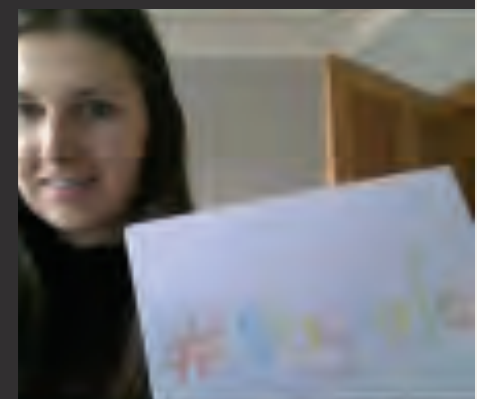
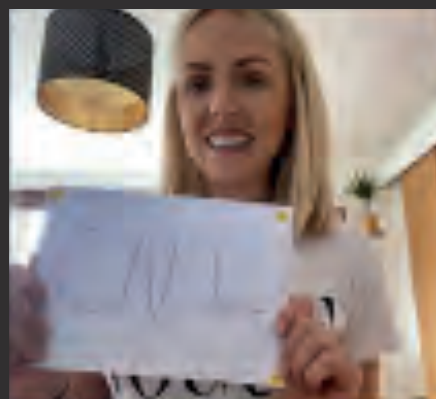
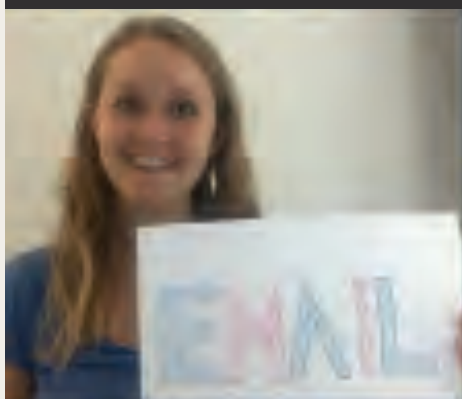
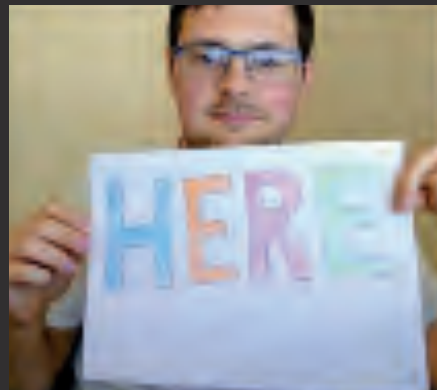
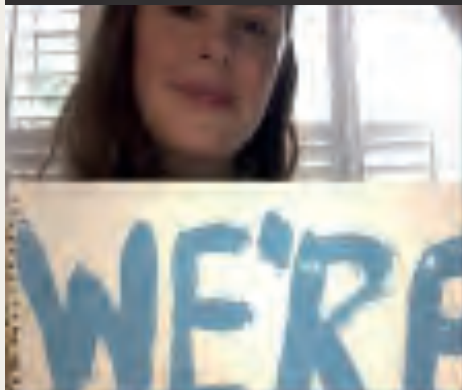
✓ Toilets with one way system and capacity restrictions (dependant on venue layout)

✓ Contactless payments if needed

After your event we will facilitate staggered departures to monitor delegate flow. Once everyone has left site we will perform a thorough clean and disinfection of the event spaces, equipment and furniture including the route to and from reception, toilets and breakout rooms so everyone is kept safe.







# BOOKING WITH CONFIDENCE

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From the time in isolation, it's been (literally) brought home to us that we appreciate the benefits of being together, working together and socialising together like never before. Collaboration inspires us as a team to do our best work. There simply is no substitute for being together. Creating experiences and memories are so important and events are the perfect way to bolster morale.

We want to reassure you to go ahead and start making those plans for future events; from office team building days to Christmas parties, we have a whole host of venues for you to explore during this time. Our booking policies are some of the most flexible in the market, and have been designed to ensure you have choice, every step of the way during this uncertain period.

If you make a new booking or reschedule an existing booking with us to a new date the following would currently apply:

- If site is closed on event date due to an event outside a party's control (incl. pandemic) customer can choose to 1) reschedule at no extra cost provided new price lists haven't kicked in (end of August); or 2) change venue subject to additional charges; or 3) get a refund (minus any reasonable deductions for our unrecoverable costs).
- If site is open on event date due to an event outside a party's control (incl. pandemic) and restrictions mean an event can't take place safely, supplier will reschedule at no extra cost provided new price lists haven't kicked in (end of August); or 2) change venue subject to additional charges; or 3) get a refund (minus any reasonable deductions for our unrecoverable costs).
- The customer can also cancel at any point but there is a sliding scale of charges that they will have to pay depending on how close it is to the event date.  
  
This is as follows: 90 days or more before event date, deposit is retained, remainder refunded/less than 90 days but more than 30 days before event date, 50% charges retained, 50% refunded/30 days or less but more than 10 days before event date 80% charges retained, 20% refunded/10 days or less before event date, 100% of charges retained.



*The Hub is **open for business** and we have been taking enquiries and conducting virtual tours throughout the crisis. If you want to check availability or discuss venue options then please do get in touch with us for a chat either by telephone, email or live chat.*

**0330 123 3885**

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Events