

Your**VENUE**<sup>®</sup>

# A FRAMEWORK FOR HOSTING EVENTS IN A SAFE ENVIRONMENT

WE LOOK FORWARD TO WELCOMING YOU

Your**VENUE** is part of Arena Racing Company that includes; Bath, Brighton, Chepstow, Doncaster, Ffos Las, Fontwell Park, Great Yarmouth, Hereford, Lingfield Park Resort, Newcastle, Royal Windsor, Sedgefield, Southwell, Uttoxeter, Wolverhampton and Worcester Racecourses; and Belle Vue, Newcastle, Perry Barr and Sunderland Greyhound Stadiums.

Your**VENUE**<sup>®</sup>

REOPENING GUIDE

# SAFETY FIRST

HERE AT YOUR VENUE, THE HEALTH AND WELLBEING OF EVERYONE WHO VISITS OUR VENUE IS OUR NUMBER ONE PRIORITY.

The objective of this document is to provide you with a framework to enable you to host your event safely. This programme of enhanced measures is designed to help equip you with the confidence you need to run organised events in a safe, Covid-19 compliant environment.

- ✔ Social distance management
- ✔ Assessment
- ✔ Facilities
- ✔ Experience
- ✔ Training
- ✔ Your responsibilities



# KEY CONSIDERATIONS

WE HAVE BEEN WORKING ALONGSIDE THE AEV (ASSOCIATION OF EVENT VENUES) TO DEVELOP THE ALL SECURE STANDARD; AN INDUSTRY WIDE STANDARD FOR THE SAFE RETURN OF ORGANISED EVENTS.



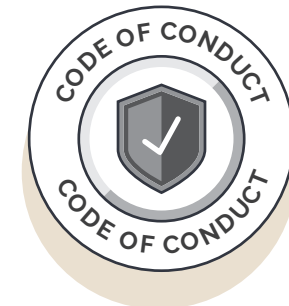
All Your**VENUE** sites will reopen when it is safe to do so and in line with latest government guidance.



We will ensure that we adhere to the principles outlined in the All Secure Standard.



We will work collaboratively with our customers, contractors, partners, and stakeholders to deliver a safe event, recognising that each one is different.



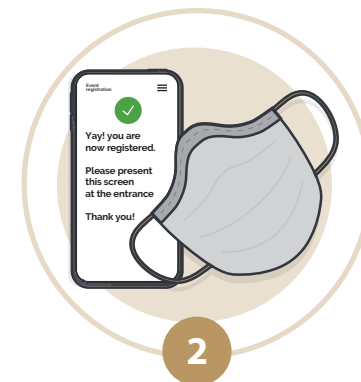
We have developed a Code Of Conduct, which we will share at event planning meetings to ensure everyone visiting Your**VENUE** understands their role in keeping themselves and everyone else safe.

# 10 GUIDING PRINCIPLES

## FOR HOSTING EVENTS SAFELY



### RISK ASSESSMENT



### BEFORE YOUR GUESTS ARRIVE

WE WILL WORK IN PARTNERSHIP WITH EVERY CLIENT TO MEET THE NEEDS OF EACH SPECIFIC EVENT. OUTLINED HERE ARE THE KEY PRINCIPLES TO CONSIDER DURING THE PLANNING PHASE OF YOUR EVENT.

- ✓ We will now be asking all organisers to provide a risk assessment before their event. Produced in partnership with the Your**VENUE** and the organiser, the risk assessment will be a key document to determine the measures that will need to be put in place for your event.
  - ✓ This will include planning, build-up, the open period and breakdown, public transport, queue management, event timings, venue access and use of technology to minimise touch points.
  - ✓ Floorplans will need to ensure adequate aisle and stand space for any required social distancing and crowd densities, as well as the set-up of conference areas and meeting rooms.
  - ✓ All measures will be based on the government guidance at the time.
- ✓ To minimise queuing and contact during registration, all delegates, visitors, and exhibitor stand crew must pre-register to attend an event.
  - ✓ We may ask all entrants to wear a face covering.
  - ✓ Guests are advised to limit what they bring in terms of bags and luggage as cloakroom facilities may be limited.
  - ✓ All guests must pre-register via the QR code provided to you and a member of our team will check this upon arrival on site.
  - ✓ If your guests fall into a higher-risk or vulnerable category, we strongly recommend that you refer to the latest government advice before they attend an event at Your**VENUE**.



### SOCIAL DISTANCING

- ✔ Social distancing will be managed in line with the latest government advice during build-up, the open period and breakdown. This will ultimately mean you may be in a larger suite than your numbers would originally determine but this would be at no extra cost to you. If we are lucky enough that you are a returning customer, this will mean you will be unlikely to be in the same suite as previously.
- ✔ Relevant markers and one-way systems will be installed in public areas, circulation and networking spaces outside conference rooms, toilets, lifts, and cloakrooms to help everyone keep a safe distance.
- ✔ We will have defined a new crowd management protocol to ensure all areas of the venue are safe, in line with the latest government guidance.



### BUILD-UP & BREAKDOWN

- ✔ We expect everyone working on the build-up or breakdown of an event to pre-register before arriving onsite to declare they are fit and healthy to work. They must also come with the required PPE (Personal Protective Equipment).



### ARRIVAL & REGISTRATION

- ✔ With multiple, distinct entrances to the venue, we can manage arrivals safely, taking into account the latest government guidance.
- ✔ Face coverings may be required.
- ✔ Car parking is aplenty here at **YourVENUE** and all complimentary. So no need to worry about pre-booking a space.



## 6 VENUE FACILITIES

- ✔ Public seating will be adequately spaced to ensure social distancing.
- ✔ Signage displaying key messages, in line with the latest government advice, will be in place throughout the venue.
- ✔ We will provide medical support onsite in the event of someone feeling unwell.
- ✔ All service partners including AV, power, rigging, logistics and media placements will follow the **YourVENUE** Code Of Conduct.



## 7 FOOD & BEVERAGE

- ✔ All catering will be provided in line with the latest government guidance. This may mean that our offerings have altered slightly from what you originally booked or experienced in the past.
- ✔ To help maintain social distancing, we will ensure there are adequate catering units and points throughout your event.
- ✔ New processes and procedures will be introduced at service counters to help keep both guests and retail staff safe.
- ✔ Menus have been reviewed and no open products will be served.
- ✔ All transactions for food and beverage will be cashless. Suitable queuing systems will be in place.
- ✔ Food preparation areas will be regularly inspected and a new 'COVID-19 safe to trade audit' has been introduced.



## 8 CLEANING STANDARDS

- ✔ The **YourVENUE** Housekeeping Team have been trained to deliver new cleaning procedures. This includes ensuring all touch points, as well as seating in conference and meeting areas, are regularly wiped with chlorine-based cleaning fluid.
- ✔ All bathrooms will be allocated to a specific event and checked and maintained by a dedicated team of cleaners. Part of their role will be to manage queuing to use the bathroom facilities.
- ✔ Specialist cleaning, including enhanced cleans and fogging, will be routinely carried out.
- ✔ Specific waste management procedures, in line with guidance from Public Health England, will be in place to manage the safe disposal of PPE.



## PERSONAL HYGIENE

- ✓ Hand sanitisers will be provided throughout the public areas of the venue. There is an expectation that all organisers and exhibitors will provide their own sanitiser for their offices, in-hall aisles and stands.
- ✓ Protocols for sanitising sound equipment and ensuring speakers and members of the audience do not share microphones will be in place.
- ✓ Reminders to regularly wash hands, not exchange business cards and refrain from personal greetings (a handshake or a hug) will be in place throughout the venue.



## TRAINING & COMMUNICATIONS

- ✓ Every member of the team here at a **YourVENUE** has undergone COVID-19 training instructing them how to keep themselves and others safe.
- ✓ There is an expectation that you as an organiser have undergone similar training.

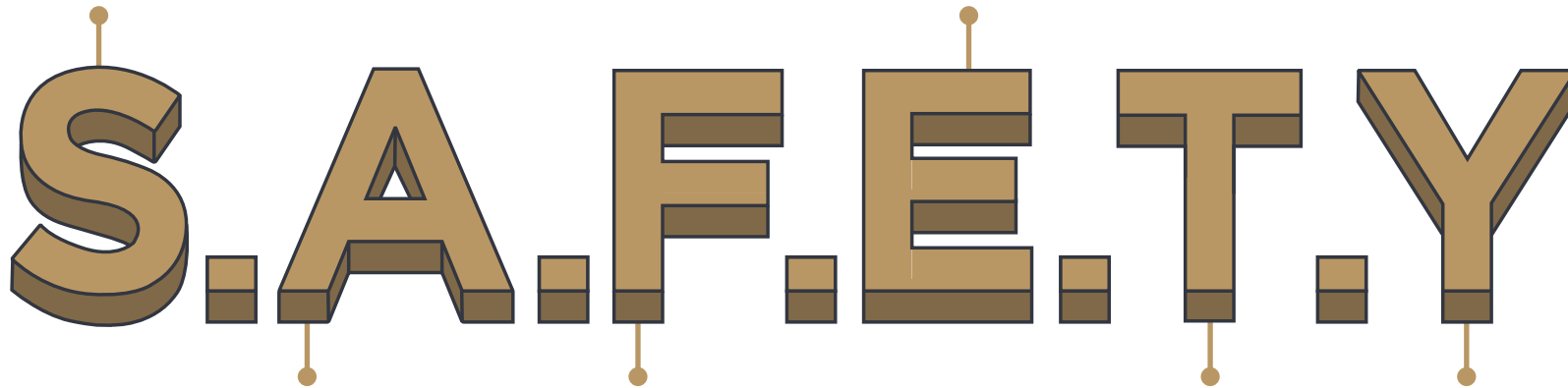
# IN SHORT, WE BELIEVE IN SAFETY FIRST...

## SOCIAL DISTANCE MANAGEMENT

Social distancing will be managed taking into account the latest government advice. Relevant markers will be installed in public areas to help everyone keep a safe distance.

## EXPERIENCE

Our aim is to minimise the impact on the guest's experience, ensuring that expectations are set with everyone delivering the event.



## ASSESSMENT

Every event is different. Working in partnership with our clients, we will assess the safety practices to meet the needs of their event.

## FACILITIES

We have adapted the venue to ensure that events can run safely including: a new cleaning regime, improved air circulation, hand sanitiser stations, temperature checks if required, signage and one-way systems.

## TRAINING

Members of the **YourVENUE** team will be trained to deliver our new policy and procedures, to ensure they uphold the highest possible standards.

## YOUR RESPONSIBILITIES

There is a Code Of Conduct for everyone visiting **YourVENUE** to ensure they understand their role in keeping themselves and everyone else safe.



**THIS FRAMEWORK HAS BEEN DESIGNED TO PROVIDE OUR CUSTOMERS AND GUESTS WITH CONFIDENCE THAT WE WILL RUN ORGANISED EVENTS SAFELY.**

These are unprecedented times and whilst every effort is being taken to protect the wellbeing of our guests, everyone should inform themselves of their own responsibilities before they visit.

For further information please visit: [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)