

Guildhall

Guidance for Event Planners in light of Covid-19

Thank you for booking your event with us. We have put together the following guidelines to assist you and ensure that everyone entering Guildhall can do so safely and enjoy their event. In line with Government guidance, we have lifted capacity restrictions in Guildhall, however, we recommend putting measures in place so your guests feel comfortable at the event.

Your Event Co-ordinator will be pleased to go through all the details with you and will liaise with your suppliers to ensure everything runs smoothly on the day.

SITE VISITS

- We offer virtual site visits if you are unable or do not wish to attend the venue in person.
- If you are coming to Guildhall for a site visit, your Event Co-ordinator will explain the hygiene measures in place ahead of the meeting. These include sanitising your hands on arrival and enhanced cleaning of touchpoints around the venue. We recommend that facemasks are worn when moving around the venue unless you are exempt.
- Details of attendees must be confirmed two working days in advance.
- We encourage all guests to check in using the NHS Test and Trace QR Codes that are displayed at the entrance to the venue. Please find further information on NHS Test and Trace on the Government website.

HEALTH AND SAFETY DOCUMENTS

- We will send you the Guildhall Event Risk Assessment containing procedures relating to Covid-19 no less than ten working days before your event. Your Event Co-ordinator will go through the risk assessment with you and detail the control measures in place.
- All suppliers must send us their risk assessment and method statement no less than ten working days before the event. As above, RAMS must include and follow PHE and government guidance relating to Covid-19.

- The principal production supplier is required to attend an induction with our Health and Safety Team ahead of the event day. Your Event Co-ordinator will liaise with any additional suppliers to ensure they receive an induction before accessing the venue.

VENUE MEASURES

- A bespoke floor plan will be created by your Event Co-ordinator during the planning stage. We recommend spacing seating with a comfortable distance between guests where possible.
- Please sign off the floor plan with your Event Co-ordinator one week before your event and ensure that attendee numbers do not exceed the agreed capacity.
- Hand sanitiser will be available for use at the entrance and key points throughout the venue. Organisers may also bring in additional sanitiser for use throughout the event spaces.
- Signage will be in place throughout the venue, providing clear guidance to guests on the systems and measures in place.
- Doors will be propped open, or manned, to minimise touch points for guests.
- Event Assistants will be on hand to answer any questions and guide guests through the venue.
- Lift capacity has been reduced to one person per lift.
- There is increased fresh air circulation throughout the venue, as advised by PHE.

CLEANING

- The venue spaces and event furniture including chairs, tables and lecterns, will be deep cleaned prior to your event.
- Dedicated cleaning staff will be in attendance throughout your event paying particular attention to regular touch points such as door handles, staircase handrails and lift buttons.
- A cleaning operative will be in attendance in the toilets for each break in the event and on arrival and departure.

- Tablecloths for information or registration desks will be deep cleaned at the end of each event.

GUEST COMMUNICATION

- To ensure your guests feel safe and understand the systems in place, please communicate the cleaning and recommended procedures to guests in advance so they know what to expect at the venue.
- Guests who are feeling unwell or have been in close contact with anyone displaying symptoms of Covid-19 should not attend an event at Guildhall.
- All clients are required to retain contact details for your guests and store them securely after the event in case a guest reports symptoms of Covid-19. Click [here](#) for the government guidance on maintaining records to support Track and Trace.
 - If you already collect contact information for ordinary business purposes, you should make people aware that their contact information may now also be shared with NHS Test and Trace. The NHS Track and Trace QR Code will be available at all entrances.
 - Personal data can be stored for up to 21 days after which you must dispose of the information securely.
 - If you are aware of a case of COVID-19, you should not seek to contact guests yourself. You should only share the details you have collected with the contact tracing scheme in a secure way and only if requested.

GUEST ARRIVAL

- For the comfort of guests, we recommend that guest arrival and departure times are staggered in small groups to reduce queueing and minimise pinch points.
- We suggest pre-registering guests before entering the building to keep queueing to a minimum and allow more space for delegate flows.
- We recommend that face masks are worn when moving around the venue.
- Guests will be asked to sanitise their hands on entry to the building.
- Bag checks will take place on arrival. Guests will place their bags in the security scanner and collect once they have been cleared.

- We would recommend that guests take a lateral flow test at home before coming to the event. These can be collected at a local pharmacy - <https://maps.test-and-trace.nhs.uk/> Anyone who records a positive test should not attend the event.

CLOAKROOMS

- Please ask guests to avoid bringing large bags with them where possible.
- Where a cloakroom attendant is working, they will be wearing the necessary PPE and will be provided with sanitisers.

PRODUCTION

- We work with a number of carefully selected production companies who can put together a hybrid event package, so guests can attend the event virtually if they are unable to travel.
- Your production company will send you their own Covid-19 guidelines, including information such as cleaning microphones between uses and how to manage multiple presentations for your event.
- Each supplier will receive a separate rest area and we will work with them to ensure staff numbers in the event space are kept to a minimum.
- All deliveries must be pre-arranged with your Event co-ordinator. Deliveries outside of the expected time may not be accepted.

CATERERS

- Our accredited caterers will provide you with options for the food and drink provision at your event. These include bento boxes and pre-packaged cutlery, preferably using compostable materials.
- Catering staff will be provided with the necessary PPE for set up and service. They will be trained in how to correctly use and dispose of PPE.
- Caterers will provide additional sanitising points for catering areas.
- Staff will be working in bubbles and will complete a health declaration before coming on site.

- A suitable changing room and rest area will be allocated for catering staff, along with sufficient space for plating.
- All deliveries and collections will be pre-booked and staggered to avoid congestion at the load in area.

GUILDHALL STAFF

- Our staff will be working in separate teams to reduce regular contact with each other.
- All staff have been fully trained on the hygiene measures in the venue, in addition to security and evacuation refresher training.
- Our onsite first aiders are trained in dealing with an incident during Covid-19 and an isolation room will be available should a guest develop symptoms on site.
- Staff will be provided with personal protective equipment (PPE) such as face masks where necessary.
- Event staff will be allocated a rest area and given regular breaks.

Please note the measures listed above are subject to change in accordance with government guidelines and are applicable for events from 19th July 2021.