



Safety & wellbeing is our top priority

The safety of our visitors and colleagues has always formed part of our DNA, however we've gone even further to make MTC Events one of the safest venues to attend a meeting or event. From safe meeting spaces and the utilisation of our bespoke events app, to training our team and the introduction of the temperature monitoring station, we have implemented a number of measures that promote safety and wellbeing.

These measures include:

- ▶ As always, safety is of paramount importance and we would ask that in all instances that you find yourself unseated, for example, walking around communal areas and going to and from restrooms, and also whilst in crowded spaces, please kindly wear a suitable face covering.
- ▶ A temperature monitoring station is located at reception, we request that colleagues and visitors undertake a temperature test upon arrival.
- ▶ To support the NHS Test and Trace programme, all delegates attending a meeting or event are strongly encouraged to check in to the venue on the NHS Test and Trace app on arrival. Our venue QR code is located at reception and can also be found throughout the venue.
- ▶ We have provided specially made sanitising stations at primary locations around our venue for you to use should you need to sanitise your hands, clean personal items or luggage.
- ▶ For increased delegate confidence, we will be maintaining a reduced capacity in all of our meeting rooms, this will be reviewed on a regular basis.
- ▶ The Auditorium is a popular space for meetings and events, with this in mind we have invested in bespoke chair covers that encourage delegates to maintain space between them and others where possible.
- ▶ Refreshments will still be available for you to enjoy throughout your meeting:
 - Tea and coffee (individually packaged teabags and bean-to-cup coffee)
 - Biscuits which are individually wrapped
 - Still and sparkling mineral water packaged in recyclable cans
 - ▶ For your safety, the coffee machines and water dispensing taps will be cleaned using virucidal cleaner at regular intervals by our Events team
 - ▶ There are also sanitising wipes for delegates to clean touchpoints and hand sanitiser is provided at service points for increased confidence

- ▶ All soft furnishings and table surfaces will be sanitised between use. All seating areas have been equipped with specially designed flip cards that help us identify surfaces that require disinfection. 'Green' denotes that the seating and tables are sanitised and safe to use, whilst 'Red' denotes that the table requires cleaning.
- ▶ We have implemented strict cleaning procedures to ensure client safety and effective sanitisation of the venue, this includes electrostatic spraying of meeting rooms after each use and regular anti-viral ULV fogging.
- ▶ In addition to this, to give you peace of mind that your meeting room is clean and ready to use, we have implemented the following:
 - **Hygiene seals** - Once your meeting room has been cleaned to the highest standard, it will be locked and sealed by a member of the team. On arrival, the event organiser can be confident knowing that your meeting room is clean, safe and ready to use
 - **Meeting room door hangers** - These door hangers help to identify when a room requires cleaning after a meeting
 - **In-room amenities** - We have provided the following as standard in our meeting rooms to complement our cleaning measures and for our guests to use: hand sanitiser, disinfectant wipes and tissues
- ▶ We have recently installed bipolar ionisers to all the large ventilation plant. This technology charges the air with ions that kill bacteria including COVID-19, where natural ventilation isn't available.
- ▶ As part of our ongoing COVID-19 response, we have adopted a bespoke events app made for MTC Events, which enables us to capture delegate information through a simple online form that each delegate is asked to complete ahead of the event.

Every delegate will be sent a notification 24 hours prior to arrival, asking them to submit either a lateral flow test result, or complete a health declaration prior to visiting our venue. Following submission of a negative lateral flow test or meeting the required criteria on the health declaration, delegates will be issued a QR code which will act as their entrance pass into the venue. We feel that this app will be a vital tool to support us in maintaining high levels of safety and personal wellbeing for both delegates and our colleagues.

If you have any questions prior to your visit, please contact the team on: 02476 701770 or email: events@the-mtc.org

We look forward to welcoming you to MTC Events.