

Dear Organiser

Welcome back!

We are all delighted at the **Christian Conference Trust** to be able to welcome you and your group back. We have missed you!

We are excited to open our doors again and before doing so we have introduced a number of measures to keep you, your delegates and our teams safe which I want to update you on for your reassurance.

We have reviewed every aspect of our guest experience to ensure it is COVID-secure in line with government guidelines and hospitality best practice. We will continue to monitor government advice and update our procedures as new guidelines are published.

We have introduced additional operational procedures, completed risk assessments and trained all our staff to be COVID-aware. All our staff will have their temperature checked at the beginning of every shift.

In recognition of these efforts we have been awarded the **“AA COVID-19 Confident”** accreditation and well as Visit England’s **“We’re Good to Go”** certification.

To help with your planning we have summarised the changes to our procedures together into this one document. If you have any concerns or questions, please do not hesitate to contact our teams to help you.

Arrival and Registration

- Arrival and set up for registration will be allowed from 1 hour prior to your group’s start time – which is the time of your first meal/refreshment break booked with us. We will confirm this for you a couple of weeks prior to arrival.
- We ask that, where possible, you ask your delegates to arrive within a 30-minute window for registration, prior to your conference start time.
- For Test & Trace purposes, it is vital we have an accurate record of every person who attends your event, including any changes from those who booked.
- Guest temperature will be checked on arrival with non-contact thermometers. If a member of your group records a high temperature, we will discretely discuss with you as group leader whether they are showing other symptoms which should indicate they should not attend your event.
- Facemasks will be required prior to entry to the buildings and while moving around the site.
- We will assign you a Registration Desk on arrival which will be fully cleaned and sanitised ready for use. Your sanitised bedroom key cards will be given to you at this point.
- Please note that there will be NO access to bedroom accommodation until after 2pm on arrival day, as key cards will not work until 2pm.
- All guests on your event will be given a coloured lanyard to enable us to identify which group you are part of. You will also be asked to assign a Bubble number to each of the members. These numbers will need to be visibly worn on their lanyards throughout the stay.
 - E.G. Bubble 1 will be assigned Table 1 in the meeting room, dining room and in your designated coffee break area and so on. Please ensure that your delegates are aware, that they must stay in their bubbles of 6.

Housekeeping

- Each room will have been cleaned, sanitised and sealed by our housekeeping team. For your own safety and reassurance, our staff will not enter your bedroom during your stay.
- If you require a change of towels you will need to pop these into the bag provided, seal this and leave it outside your bedroom door. Replacements will then be left for you.
- Toiletry and Tea Tray top ups can be obtained by using the Hanger on the door to indicate which supplies are needed, hung on the outside and the team will leave the necessary supplies.
- Should you require anything further during your stay, please ask a member of staff at Reception.
- Bedrooms must be fully vacated by 10am on departure day with no personal belongings left in the room. Guests will not be able to re-enter their bedrooms after 10am.
- Please ask guests to ensure all personal belongings are gathered and taken with them before departing. Due to the pandemic we are unable to hold onto items of lost property for hygiene reasons.

Meeting Rooms

- Your meeting room will be fully sanitised prior to arrival and all rooms will be set-up with seats at tables. Each of your bubbles will have a table number that they must remain seated at when in sessions. Bubbles may not transfer from one table to another.
- Our staff will enter the hall during your lunch break and again in the evening after your final session to clean and remove rubbish and sanitise door handles, etc...
- You will be provided with sanitising wipes to wipe down surfaces in between these periods if required.

Dining and Refreshment arrangements:

- Groups will be given a specified time from the centre for your coffee breaks and mealtimes. Under current restrictions we are very sorry, but we cannot offer groups the opportunity to choose their preferred mealtimes but we will work with you to meet your preferences if possible.
- Your group will have a designated area within the dining room and within that area tables will be numbered so that your bubbles know which table they should seat themselves at each mealtime.
- Your groups will also be given a designated coffee area which again, will have table numbers allocated for your bubbles.
- Breakfast will be offered on a rolling basis from 7.45am – 9.15am. Your guests can arrive to eat any time during this window, but they must seat themselves at their designated table in the dining room. Breakfast will be a hot buffet which will be plated for you by our staff who will be in full PPE. There will also be a selection of pre packaged cereal and yoghurts.
- Lunch will be a grab and go service of individually packaged baguettes and salads etc. You will be given your seating time for lunch a couple of weeks prior to arrival.
- Dinner will be served to table by our staff, again in full PPE. We will not be operating a buffet queuing system. There will be 2 options for dinner plus a vegan option. Please ensure any allergies are notified to us with your Event Manager submission prior to arrival. You will be given your arrival time for dinner a couple of weeks prior to arrival.

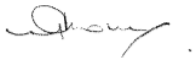
General

- There are hand sanitising stations available throughout the site and we ask that you use these regularly, in particular before coffee breaks and before entering the dining rooms and meeting rooms.
- Facemasks must be worn in all public spaces whilst moving between areas of the centre and wherever possible, social distancing measures should be adhered to whilst moving around site.
- Public toilet facilities are open, but we ask where possible, that you use your en-suite bedroom facilities.
- Please use your vehicle for luggage storage before and after your bedroom is available. If this isn't an option for you, luggage storage will be available at the centre; to make use of this facility please see a member of staff at Reception.
- If at any time during your stay, you or a member of your group feels unwell, please inform a Duty Manager, immediately so that we can action our COVID-safe procedure.

That may all seem like a lot to take in, but we want to make your event as normal as possible whilst as safe as possible.

We look forward to welcoming you soon.

With best wishes



Heather Thomas
Head of Operations