

Safe Spaces Commitment to Customers

We realise that for you to have the confidence to book a meeting, exhibition or event you need to know what we as a venue have put in place to support you, so that you and your delegates feel safe in our spaces and confident in our staff and services.

Following the UK Government's latest announcement regarding the official lifting of COVID-19 legal restrictions in England from 19 July 2021, the British Motor Museum continues to be committed to prioritising the safety of our clients and staff.

From speaking to our clients and staff it appears that many of us are not yet ready for social distancing and other measures to be removed entirely, so as such we will exercise additional caution and maintain core COVID-19 safety measures across the venue as part of our 5 point Safe Spaces Commitment to Customers

Our 5 point Safe Spaces Commitment to Customers

1. More space per delegate
2. Revised catering preparation and service procedures with minimised contact
3. Flexible bookings & contracts
4. Continued increased hygiene and cleaning regimes
5. Enhanced use of technology to plan and support your event

Our team are here to help you navigate the safest way to host your event, providing the same high level of service whilst ensuring delegates have an enjoyable event experience.

We have been awarded both [Visit England's 'Go to Go'](#) and the [MIA's Meetings Industry Associations AIM Secure Accreditation](#) demonstrating that our facilities and services have passed stringent quality assurance assessments so you can be confident that we will do everything possible to keep you and your delegates safe.



Take a look below in more detail at our **5 point Safe Spaces Commitment to Customers** and check out our safe space video – [click here](#).

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The detail of our Safe Spaces Customer Commitment to you

1. Keeping meetings safe with more space per delegate.

- ✓ We will be continuing to work on a reduced capacity. Reduced room capacities to ensure delegates can maintain a degree of distancing, but also limiting the number of events each day in order for the flow of delegates to be managed around the site
- ✓ We will continue to request that all visitors (unless exempt) wear a face covering in the communal areas of the building. Once in your event space face coverings and social distancing will be at the organiser's discretion and subject to their own risk assessment
- ✓ Continue to offer increased ventilation to all areas, this will be a combination of natural fresh air ventilation from open windows and doors as well as our air conditioning system
- ✓ Where possible we will provide each event with a larger room and dedicated entrance and provide clear signage for delegates on arrival to the Museum, advising them which entrance to use
- ✓ Information will be displayed at all entrances advising of measures in place to keep our visitors safe
- ✓ NHS Track & Trace check ins will be available at all entrances for delegates that wish to check in.
- ✓ Where appropriate a "one way" system will be put in place for delegates to navigate their way around the event spaces
- ✓ We will encourage organisers to send delegate badges and delegate packs direct to delegates before the event or use an online registration system to minimise queuing and contact at registration desks
- ✓ We will work with event organisers to ensure they advise delegates not to attend the event if they display any symptoms of COVID 19
- ✓ Increased the fresh air ventilation in all spaces
- ✓ Stationery such as pads, pens and flip charts will be removed from all rooms and only provided upon request

2. Catering

The same quality of food with increased safety and minimal contact.

- ✓ Although our catering offering may be served a little differently for the time being please be rest assured our Chefs are dedicated to still providing you with the same quality food
- ✓ Each of our fully qualified chefs are trained in advanced food hygiene
- ✓ All refreshments breaks will be served at a specified time agreed prior to the event
- ✓ Arrival, mid-morning and afternoon snacks will be served in sealed bags
- ✓ We have a variety of lunch menus available ranging from premium grab bags, gourmet salad boxes to a seated fork lunch. These menu options have been devised to limit contact with our staff members and any service utensils and to keep your delegates safe. To see a copy of our menus please [click here](#)
- ✓ Tables and chairs will be sanitised frequently

3. Flexible bookings

We know that it has been very hard to plan given the ever changing situation, and although we are emerging out of the woods, we are very aware that there could still be some way to go. So we are keeping with our revised event contracts and terms and conditions to allow customers flexibility. For any new meetings or events confirmed with us moving forwards, we promise that should they subsequently be unable to go ahead due to COVID-19 we will transfer your booking to a mutually agreeable future date, penalty-free and at the agreed previous rates.

4. Hygiene and Cleaning Regimes

We pride ourselves in the cleanliness of the centre. Cleaning regimes will be increased further with regular sanitisation of touch points.

- ✓ Hand Sanitiser stations are available throughout the building
- ✓ Safety screens installed in high contact areas, such as Conference Reception and Museum pay points
- ✓ A deep clean of conference rooms and AV equipment will be completed in between clients

5. Technology to plan and support your event

- ✓ Our 1GB Wi-fi, with a 100Mb connection back up is included as part of your meeting package allowing you the confidence to run video conferencing for guests speakers or to relay your event to other rooms or venues
- ✓ We can provide a hard-wired connection to every room, to ensure reliability
- ✓ We have IT support on-site and at no additional cost
- ✓ We can provide additional rooms to support video /relay conferencing, so that more people can attend your conference safely
- ✓ Our [virtual tour](#) is available for you to view our events space and to help you start planning your next event or to share with your delegates before your event

This commitment will be reviewed on an ongoing basis and our full COVID 19 operation policy and risk assessment is available on request.

Our team would be delighted to talk you through this and explain how your event can work here at The British Motor Museum. If you have any questions please contact a member of our Conference Team.

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