



UNIVERSITY  
OF LONDON  
VENUES

Here for  
you in  
exceptional  
times

[senatehouseevents.co.uk](https://senatehouseevents.co.uk)  
Covid-19 secure venue



# Foreword from Chris Stocks

## Head of Conference & Hospitality

A warm hello to our guests and visitors both past and future.

I really don't need to tell you all how the pandemic has effected every aspect of our lives and at present we simply don't know how long this will continue and what the future impact will be on our lives and business.

What I can tell you is that at University of London Venues we are ready to react to every eventuality. We have worked with our Health and Safety department, staff, close partners to provide you with the following information (subject to change as we move forward). We have digested all the advice coming from the UK government, the WHO, UK health services and events industry associations to best prepare for welcoming

you back safely into our venues.

Our team in events have worked tirelessly to keep in contact with existing clients and continue to provide a normal business hours service through these unusual times, I cannot thank them enough for their dedication.

Our Health and Safety department have conducted Covid-19 risk assessments and we will all continue to monitor and evaluate the following procedures to ensure compliance with government safety guidelines. The measures in place will not compromise inclusivity and access requirements.

I sincerely look forward to working with you again and whatever the 'new-norm' will bring, whether that is on-site, hybrid events or more frequent remote communications. We at UoL are meeting this challenge head-on and will continue to provide positive and flexible outcomes, building in refreshing alternatives and suggestions to ensure we all move forward to success in the future.

# Our Commitment

Our pledge is to provide you with a bespoke service, guiding you through times of Covid-19 and ensuring your safety and comfort in-line with the success of your event.

We will provide you with up-to-date information on changes to legislation and our procedures that will support your event.

We will ensure staff training in all areas for their own protection and for the successful delivery of your event.

By adopting all possible safety measures, we have been awarded a number of accreditations that we hope will reassure you of our commitment to your safety and the events industry.



“We at UoL are meeting this challenge head-on and will continue to provide positive and flexible outcomes, building in refreshing alternatives and suggestions to ensure we all move forward to success in the future.”

Chris Stocks, Head of Conferencing & Hospitality, University of London, 2020







## Event Booking

**1.** Our events team continue to provide a normal business hours service. Their contact details are on page 8.

**2.** Our team will lead a number of discussions with you to satisfy any questions or concerns you may have. We will appropriately judge at what stage this can be most successfully achieved by phone, Skype, Microsoft Teams, e-mail and in carefully managed face to face scenarios.

**3.** We will describe how your event admin will be managed flexibly during these times, this will include more flexible T's & C's, cancellation policies and suggestions on how to utilise the building more creatively at a

sensible and pragmatic cost.

**4.** We will provide you with helpful documentation where appropriate - which is available for you to disseminate should you wish to - confirming safety measures, distancing and all other agreed protocols you will find in the following section.

**5.** We will regularly update you if we are able to improve the look and feel of your booking based on your requirements (should we receive further guidance on easing safety requirements).

**6.** We will be available at your request to carefully manage show-rounds of our spaces.



# Safety Measures

We have agreed and tested the following and will continue to monitor the effectiveness and legitimacy based on future guidance from all appropriate authorities. If you feel your questions or concerns are not addressed, please contact us without hesitation.

## **Cleaning and Sanitising:**

- Increased surface cleaning is in operation in all areas, with frequent cleaning of busy spaces and our meeting rooms
- Sanitising products available for your use at clearly marked 'stations' throughout our buildings
- Rest rooms clearly signed and sanitising products provided so that they are easily accessible
- Tissues provided in all of our event rooms
- Frequency of waste disposal adapted and increased

## **Social Distancing:**

- All spaces in our venues now have strict capacity guidelines in place to allow for social distancing with additional furniture available if needed. (This including meeting spaces, rest rooms, lifts and corridors)
- Transparent partitions in place around key contact points such as reception and customer service desks
- 'Privacy spaces' open to visitors for general and mental well-being

## **Venue Orientation:**

- Your customer journey will be clearly communicated to you and key individuals

- Details of your event including how to enter and where to go will be sent out to you and discussed well in advance

- There will be facilitated entry and exit to avoid congestion of people. Barriers will be placed to further enhance and protect you, denoting routes and helping to avoid congestion

- Clear signage and additional staffing in place to direct you around the venue comfortably

- Fire evacuation procedures will be made clear to all visitors and additional assistance made available for those with disabilities

## **Staff Support:**

- Your event contacts will be available throughout normal business hours

- Our on-site operational staff are experts on our buildings and will manage the necessary safety measures to be put in place ahead of your event

- 'Hotline' contact details for our key staff will be provided should you need us throughout the day and will be on-hand to advise should you have questions or concerns

## **Additional Support and Provisions:**

- We have dedicated isolation areas and medical staff if required

- We can provide space for bicycle storage (advanced notice required)

- Showers and changing areas are available within our estate for cyclists (advanced notice required)

- We have conducted rigorous testing on ventilation and air-con systems, which are working at optimum capacity

- We will ensure essential services, such as our maintenance provision, will be scheduled safely away from visitors unless in an emergency
- Our team are versed in the successful balance of current legislation and how to safely direct you around and from the building in the event of an emergency or evacuation
- We have a team of expert staff in health and wellbeing. Where practical and at pre-agreed times, we can provide you with a free consultation via Skype/Microsoft Teams/ telephone for advice on exercise, diet and health to further enhance your well-being
- Individually packaged meals will be prepared in a sanitised environment
- This will be made available from a monitored, marked and safety compliant area
- Contact free payment will be available at all times
- The procedures in place will also assist in reducing food waste in line with our award-winning sustainability drive
- Investigation of innovative new solutions including takeaway food carts for our outdoor spaces and a mobile app to facilitate event dining. These potential solutions will offer a variety of cost effective meal options and facilitate event dining with minimal contact between persons
- Our brand new menu and state of the art equipment will provide a modern dining experience

### **Changes to Our Catering\* Offer:**

We have worked closely with our catering partner to provide the best experience possible at present. They are a global provider and have a wealth of experience which has enabled them to establish rigorous safety measures and engineer a creative offer.

\*our catering services are currently unavailable and expected to return in April 2021.



# Flexible Booking

We have decided to take a very different approach with our bookings procedure to provide greater flexibility to you and ensure your peace of mind. Further to this, our T's & C's have been amended to alleviate the stress associated with these uncertain times.

For any booking made now and through to end of 2021 which can physically take place in either 2021 or 2022, we will honour a 10% reduction on our usual room hire rates.

For block bookings of 3 or more events placed in our diary and confirmed in 2021, which can again be scheduled to take place in 2022, we will honour a 20% reduction on our usual room hire rates.

For all bookings made from now until the end

of 2021, we will honour a 2 week cancellation period.

**Last minute bookings** - details of our new 'Just in time' (JIT) approach are as below;

This offer is valid from now until the end of 2021.

Bookings must be made inside of 14 calendar days to the event start date (subject to availability).

The booking(s) will be offered at a 30% reduction of our usual room hire rates.

Up to 3 days ahead of the event start, we will be able to provide catering for your event from our developing offer subject to the changing landscape.

*All of the above promotions - Ts&Cs apply.*



## Unrivalled Customer Support

The information provided in this brochure is supported by our unrivalled customer service. Our event team are dedicated to delivering events to the highest standard and are proactively taking a more dynamic approach to event planning to ensure social distancing and safety measures can be adhered to. When it comes to your event, communication and collaboration are key.



This material is available in alternative formats upon request.  
Please contact [jessica.riach@london.ac.uk](mailto:jessica.riach@london.ac.uk).

All information correct as of January 2021 and subject to change.

Connect to University of London Venues



UoLVenues



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