

CCTvenues


Safety First Handbook for Clients


Updated November 2021




The health, safety and well-being of our clients and staff is of paramount importance to everyone at CCT Venues and we are determined to provide the safest possible environment and working practices. We have worked tirelessly to ensure that we are following all Covid-19 Secure guidelines and as we transition back to the old normal, will endeavour to follow best practice and work closely with clients to ensure safety and confidence remain central to our operation. We have all the necessary policies and procedures in place to ensure the utmost health, safety and security for you.








Arrival Experience

 Where possible, guests attending an event are asked to agree to a specific arrival window so that queueing is prevented as much as possible. At CCT Venues-Bank Street, there is a facility for pre-registration of delegate details allowing a QR code to be provided in advance for quick, hassle free, contactless admission.








 Anyone entering our venues will be offered a non-evasive temperature check upon arrival. If a person's temperature exceeds 100.0°F/37°C, they will respectfully be denied entry.

 Delegates and visitors are encouraged to use hand sanitisers that are provided at reception, in meeting rooms and throughout our venues. Many of these are foot operated dispensers.




Cleanliness

-  CCT Venues staff are recommended to wear facemasks or visors when in close contact with clients or visitors.
-  CCT Venues staff are required to wash their hands regularly throughout the day for at least 20 seconds, using soap and/or hand sanitiser.
-  Every meeting room has a supply of complimentary hand sanitiser.
-  Hand sanitiser is readily available in all public areas in non-touch dispensers.
-  Our venues are deep cleaned regularly and key touch points are cleaned at least once every 3 hours.
-  Perspex screens have been installed at our receptions, where possible, to add an additional layer of safety and hygiene.
-  Senior management ensure that regular health and safety checks are carried out and recorded, and that health, safety and hygiene standards are maintained.





Social Distancing

-  There are currently no Government social distancing restrictions in place. However, we have reduced our capacities and minimum numbers required for DDR packages to ensure our venues are never too overcrowded. If you require a specific spacing requirement, please make your requirements clear at the time of enquiry and we will work with you to find a solution. Providing larger than normal rooms will usually incur additional charges.
-  Subject to availability and venue discretion, we offer complimentary upgrades to larger rooms to allow more space per person. However, this is will not usually be offered until the day prior to the event.
-  We advise that all visitors wear face coverings when using washrooms or travelling in the lifts. In accordance with regulations, we do not enforce these rules.
-  Windows in some venues can be opened for additional ventilation. Please ask a member of our team if you would like windows to be opened.
-  All venues have regularly maintained, fresh air, air-conditioning systems providing rapid air circulation (further details are available on request).
-  There are staggered break and lunch times to reduce the number of people in an area at one given time.
-  We have invested in and improved our technological capabilities, enabling you to have a virtual audience as well as an in person audience.

Handling Suspected Cases

-  In accordance with Government guidelines we will discreetly turn away people displaying Covid-19 symptoms.
-  Staff members and customers should self-isolate and take a PCR test if they have a high temperature, a new continuous cough, or a loss or change to their sense of smell or taste. They must also self-isolate if they have tested positive for Covid-19, live in a household with someone who has symptoms (unless they're exempt from self-isolation), or have been told to self-isolate by NHS Track and Trace.
-  If we know that a colleague is legally required to self-isolate, we will not allow them to come to work. It's an offence to do this.

IF ANY VISITOR DISPLAYS SYMPTOMS SUCH THAT A COVID CASE IS SUSPECTED OR CONFIRMED, THE FOLLOWING STEPS WILL BE TAKEN:

-  The attendee will be provided with PPE and escorted to an isolation room until they are ready to return home.
-  The attendee will be asked to return home, book appropriate tests and follow Government guidelines with regard to reporting and self-isolation.
-  Any guests exposed on the day of the suspected outbreak will be informed.
-  All areas that the affected guest has been present, will immediately be thoroughly cleaned following Covid-19 hygiene best practice.



Ask your Event Executive if you have any questions, they are on hand to help!