COVID-19 MEASURES & REQUIREMENTS
Thank you for your interest in CIWEM Venue, we are delighted to welcome your event :) 

In these challenging times, we are prioritising the wellbeing of CIWEM staff, clients and visitors. We have taken a series of steps to ensure the safest resume of operations with commitment to continue improving CIWEM Venue standards.

In line with Government and Meeting Industry Association guidelines, CIWEM Venue has obtained MIA’s AIM Secure Accreditation and received Visit England’s We’re Good To Go certificate.

Our precedence is to protect all CIWEM Venue visitors by focusing on:

**SOCIAL DISTANCING.**

**CLEANING & PERSONAL HYGIENE.**

**TRACING.**
SOCIAL DISTANCING

- Reducing meeting room capacities by over 50%
- Implementing 1m+ social distancing throughout the building
- Hosting only one meeting per room, per day
- Serving ‘social distancing’ individually wrapped refreshments and catering

CLEANING & PERSONAL HYGIENE

- Regularly and professionally cleaning CIWEM facilities and shared spaces
- High touch points are sterilized every 2 hours
- All equipment is thoroughly disinfected after every use and prior to each event
- Ensuring availability of hand sanitizer and wipes on every floor
- Imposing PPE (i.e. face masks) to all visitors in line with HSE guidelines

TRACING

- Every visitor is declared free of Covid-19 symptoms via Track and Trace
- Guests will not be given a VISTOR badge but pre-registered instead
- Registration Form is completed by the organizer and is returned at least 24 hours before the event
Here is what your rate includes in the room:

- Flexible and Environmentally Sustainable professional space
- LED Screen/s with HDMI connection
- PA system
- Wi-Fi
- Intelligent Plug & Play
- Built in Speakers
- Fully controlled heating & cooling system
- Triple Filtered Still water served in glass bottles

Also included in your rate, available upon request:

- Video Streaming facilities
- Conference phone
- Microphones
- Wireless Presenter
- 1 x Flipchart* with 100% recycled flipchart pad

/ Additional Flipcharts @ £10 + VAT each

* Please note, due to COVID-19, we do not offer markers, pens or notepads and we kindly ask you to bring your own. We apologise if this causes inconveniences.
COVID-19 CLAUSE
Both parties acknowledge the ongoing COVID-19 crisis in the UK and accept their obligation to comply with any official guidance from UK Government. Considering these circumstances, venue will offer the following options in immediate extraordinary situations:

<table>
<thead>
<tr>
<th>NATURAL LOCKDOWN</th>
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<th>MANDATED DELEGATE NUMBERS</th>
</tr>
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<tbody>
<tr>
<td>VENUE CLOSED</td>
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Option 1:
- Free rescheduling
- Option 1: Free rescheduling within a 12-month period of original booking (subject to availability)

Option 2:
- Free cancellation
- Option 2: Free Video Conference/ Hybrid meeting facilities provided

Both parties agree to communicate without delay any issues they may have in performing their obligations under this agreement. The client acknowledges that COVID-19 may require the venue to take one or more of the following measures for the safety of their staff and the safety of delegates attending the venue:

i. Impose maximum delegate numbers at the event;
ii. Limit food or drink availability;
iii. Impose specific requirements regarding personal protective equipment such as the wearing of masks;
iv. Limit any planned entertainment for your event;
v. Designate alternative entrance and exit routes.

PPE
All CIWEM Venue visitors are required to wear PPE in the building. PPE can be provided upon request if necessary. Face masks should only be removed when consuming food/drink or if the individual is exempt due to serious health reasons. Used PPE must be disposed in the PPE bin provided at the reception, clearly labelled as ‘PPE ONLY’. Any individual who refuses to wear PPE in the building will either be denied entry or asked to leave the building.

CLEANING
The building is thoroughly cleaned every day by a professional cleaning company. Venue staff will clean & sterilise communal areas & high touch point fixings periodically throughout the day. Cleaning will be recorded daily by staff/cleaner & checks will be carried out by venue staff. Following the completion of any meeting, the cleaner will thoroughly clean & sterilise all surfaces in the room & dispose of any waste as appropriate.

TRACK AND TRACE
All CIWEM visitors are required to sign-in to the building at reception. This is done by the receptionist so that it is a touch-free procedure. Guest Registration Form will be sent out to the organisers which needs to be returned at least 24 hours before the event. Every attending delegate must be declared free of Covid-19 symptoms via MIA’s Track and Trace prior to the booking. The event organiser will also be provided with CIWEM Venue Safety & Emergency Notes which need to be shared with every CIWEM Venue visitor. Please note that any contact information shared with us will remain confidential, will not be used for marketing purposes & will be deleted in line with our current GDPR procedures at CIWEM.

IN CASE OF AN OUTBREAK
Any CIWEM Venue guest showing symptoms of Covid-19 needs to report to their event organiser or a member of the Venue team immediately. If there is a case of Covid-19 in the building, all operations will stop immediately & the building will be closed. All staff/visitors who have entered the building within 21 days of the reported case will then be notified of the potential outbreak. The building will then undergo a deep clean & stay closed for 72 hours with no one to enter the premises.

SOCIAL DISTANCING
All guests are required to follow the social distancing measures put in place in the building based on the most recent government regulations:
- Floor stickers in the reception area indicate social distancing requirements;
- A maximum of 2 people (3 including receptionist) are permitted at reception at a time;
- A maximum of 1 person is permitted in the lift at a time;
- A give-way system is operated on the staircase - anyone coming up the stairs has a right of way;

CANCELLATION POLICY
All cancellations and amendments must be confirmed to the venue team in writing. In the event the booking is canceled, the following cancellation fees will apply to the booking:

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<th>LESS THAN 2 WEEKS’ NOTICE</th>
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CIWEM, 106-109 Saffron Hill, London, EC1N 8QS. Charity Registration No. 1043409 (England & Wales) SC038212 (Scotland)
ciwemvenue@ciwem.org | 020 7831 3110 | www.ciwem.org/venue