Your safety and wellbeing is our top priority

MTC Events takes the safety and well-being of our visitors and colleagues extremely seriously and as a result, we have created some guidelines for when we reopen our doors. They are there to keep you and our colleague’s safe, whilst still ensuring we deliver the same high quality service to all our customers. These guidelines are based on current recommendations made by UK Government and Public Health England. We know these guidelines will evolve over time and we will therefore ensure our own guidance reflects the most up to date information.

Here to keep you safe...

Before your event
It is important for us to ensure your event is a success, whilst also adhering to safe working practices onsite. In order for us to do this effectively, you will be provided with a delegate briefing pack in advance of your meeting or event which will inform you of the following information:

• Introduction to your Event Manager
• Car parking notes
• Entry and exit routes
• Social distancing measures around the venue
• Confirmation of your meeting room (a larger room will be allocated where applicable to enable social distancing)
• Process and location of refreshment breaks and lunch service, including information about our exciting new catering packages

You will also have the opportunity to virtually meet your dedicated Event Manager prior to your arrival - this will give you the chance to run through your event in further detail and explore the venue to help visualise our new safety measures

When you arrive onsite
You’ll notice that we have implemented the following:

• New entry and exit routes around the building - these routes are clearly signposted
• You and your guests will be encouraged to practice social distancing whilst onsite. Floor markings and signage will be positioned throughout the venue to remind you of the social distancing guidelines, our cleaning schedules, catering information and to inform you of the one way routes around the communal areas
• To avoid the sharing of stationery, a pen attached to a lanyard will be distributed to all guests on arrival
• For those guests who require the use of a lift, this will be limited to one person per use. Touchpoints within and around the lift will be sanitised on a regular basis
• Our communal areas, including our atrium, Lakeside Restaurant and breakout spaces on the first floor will be arranged to ensure that social distancing can be adhered to

On arrival, you will have the option to have a face-to-face run through of your meeting with your Event Manager (who will also be on hand to support you throughout your event). All interactions with our team will be at a safe distance.

Here is some further information about the measures we’re taking to keep you safe...

Meeting rooms
Not only have we reduced the capacity of all of our meeting rooms to observe social distancing guidelines, we have also introduced strict cleaning measures to ensure our meeting spaces are safe.
Our meeting rooms will be cleaned down at the start and end of the day, and will also be sanitised after each use. This cleaning procedure will include wiping down all of the following equipment:

- Tables and covers if applicable
- Chairs
- Cabinets
- All AV equipment, including conference phones, remote controls and screens
- In-room controls
- Doors and handles
- Windows
- Coat stands
- A cleaning kit will also be placed in each room, which you are welcome to use. The kit includes tissues, hand sanitiser and antibacterial wipes
- All stationery will be removed from meeting rooms, however it will be made available if requested

**Cleaning measures**

We’ve always maintained a high standard of cleanliness at the MTC, but we have gone further by increasing cleaning and sanitation schedules across the venue, paying particular attention to high traffic locations and touch points.

We’ll also ensure that the necessary cleaning supplies are available to both you and your guests.

**Catering and breakout areas...**

We’ve created some exciting new catering packages that allows us to offer our high standard of food and service, whilst maintaining social distancing.

Our new lunch offering includes bento boxes and gourmet grab bags, plus individual desserts and fruit will also be available to enjoy. All bento boxes and grab bags will be appropriately labelled with allergens and a statement confirming that they have been prepared by our chefs in a controlled environment.

Please note that all food will be prepared in kitchens that adhere to strict cleaning schedules and will be maintained within our Food Safety Management System and in-line with Food Standards Agency guidelines. Our team of chefs will also be working within safe distancing guidelines and will be wearing suitable PPE including face masks and gloves.

In addition to our new lunch offer, you will also have unlimited access to:

- Tea and coffee (individually packaged teabags and bean-to-cup coffee)
- Biscuits which are individually wrapped
- Still and sparkling mineral water packaged in recyclable cans

In order to keep you safe during refreshment breaks and lunch service, you will be allocated a designated area for you and your guests to enjoy lunch. In addition, we have implemented the following safety measures:

- Visible signage to direct guests in and out of the Lakeside Restaurant and breakout areas
- Our cleaning schedules will be displayed to inform you of the frequency of the sanitisation of touch points on coffee machines, surfaces and high traffic locations
- Tables and chairs will be sanitised after each use
- Individually packaged cutlery and napkins
• Single use condiments
• Our catering team will wear single use gloves when serving, clearing and sanitising tables

Revised capacities...

We have revised the maximum capacity in all of our meeting rooms, ensuring that the two metre social distancing guidelines are adhered to.

We will ensure that your meeting is held in a suitable location, based on the number of delegates you have attending.

If your event is likely to exceed the maximum capacity of your meeting room, don’t worry, we have the facility to live stream your event to other meeting rooms. We can also broadcast your event externally, to delegates who are unable to attend the onsite event. To find out more about our virtual solutions, please contact your Events Manager.