

## **Stay Safe – Conference Aston**

*The following information has been taken from the conference centre's website. We have provided this information for you as part of the delegate pack to ensure everyone knows how the centre is keeping everyone safe.*

As we welcome you back following an unprecedented period of change and adjustment, "Stay Safe" is our commitment to welcoming you back safely.

Here at Aston, we never really closed our doors; we remained open with our team working to continue providing accommodation for key workers and this has enabled us to meticulously plan each step of the customer journey, testing new ways of working in real-time, from booking to departure, to ensure the safety and wellbeing of every single guest remains our utmost priority.

In line with government and industry body advice, we've crafted...

- enhanced cleaning procedures through our hotel bedrooms and every step you take on your journey.
- creative food and beverage offer which have been adapted but continue the exceptional choice and are served in a safe way for guests.
- contactless payment options before and during your stay.
- extensive training programmes for our team as they return to their roles in a safe and secure way.
- bespoke risk assessments where we engage with our customers as part of a specific profiling exercise, prior to their event and arrival to the venue.

Our venue is built on enabling people to come together and we're committed to working with our customers during the coming months, as we help people build their confidence to visit their favourite destinations safely.

We're here with you, every step of the way.

## **Covid 19 Safety arrangements – Conference Aston**

The information below is again from the conference centre website and provides details of their Covid 19 safety rules.

There is more information provided in the conference FAQs in the delegate pack. This

- Before you leave home, don't forget to check the latest government advice on travel and steps you should take to control the spread of coronavirus. Remember, do not travel if you have any of the listed symptoms of Covid-19 or have been asked to self-isolate.
- Whilst the legal restrictions on social distancing and wearing face coverings has now been lifted, we do still recommend guests take personal responsibility for adopting the appropriate measures within the venue, especially in areas where space may not be as plentiful, such as in lifts and stairwells, narrow corridors, or public bathroom facilities. Little steps can help hotels and hospitality welcome guests back as safely as possible.
- We'll continue to provide a warm Brummie welcome with a smile, so we're installing clear Perspex screens on our reception desks, to enable face to face interaction, whilst maintaining protection for guests and our team.
- Hotel key cards will be cleaned and sanitised ready for you to collect on arrival.
- Sanitisation stations will be available in the reception area and desks for guests to use. The desk areas will be cleaned and sanitised by our team regularly.
- The spacious Courtyard Restaurant offers socially distanced dining areas to ensure our hotel residents stay safe while enjoying a hearty full breakfast.
- As we reopen the hotel, you'll be able to enjoy the comforts of our stylish hotel rooms, safe in the knowledge, that we've been taking additional steps to ensure you stay safe during your visit.
- Hotel rooms will be cleaned prior to arrival using approved products for the control of coronavirus and rooms sani-sealed

- Our housekeepers will ensure we've cleaned and sanitised high contact items, including TV remotes, telephone handsets, doorhandles, light switches, bathroom fixtures and counter tops.
- Our hotel bedrooms all have windows which can be opened to provide fresh air into your room during your stay.

### **STAY SAFE: OUR COMMITMENT TO CLEANING...**

We've included some of the cleaning and sanitisation measures in the step-by-step guide, but this part is really important, so here's a recap...You'll see our housekeeping team working top to bottom to ensure the hotel maintains the highest standards of cleanliness when you return, they'll be working to keep you and our team safe as we return.

- Public areas, including handrails, door handles, counter surfaces and toilets will be cleaned and sanitised regularly
- Bedrooms will be cleaned and sanitised before each stay, with our team making sure high contact areas such as TV remotes, switches, taps, and handles are covered.
- Your meeting rooms will be fully cleaned and sanitised daily, including a midday clean. In-room cleaning kits will be provided for any cleaning requirements you have during the day, and our conference crew will continue refreshing rooms at lunchtime.
- Dining areas will be cleaned and sanitised between each service.
- Face coverings are recommended to be worn by guests where space is more limited, such as lifts and stairs. Our guests and our team are encouraged to continue following good hygiene advice to prevent the spread of respiratory disease.
- Hand sanitiser will be provided throughout the hotel and conference centre for our guests and venue team, to help prevent the spread of coronavirus. We recommend using this during your stay, where provided.

- Most importantly, we advise our team and our guests to follow government advice on health and wellbeing and please remember do not travel if you have symptoms.
- Should a member of our team, hotel guest or conference delegate present symptoms during their stay, we have a procedure in place to support you.

***Conference team Aston***