

Cavendish Venues Covid-19 Policy

For Guests

- On arrival every person entering the building will need to have their temperature checked, any person with a temperature of 37degrees or more will not be allowed access
- Please use the hand gel provided to sanitise your hands and follow up with a visit to the washrooms
- If you have a mask/face covering, please use it at all times where possible
- If you have not got a mask the Venue will provide one
- Disposable gloves are available at sanitising stations
- Disinfectant wipes will be available at each catering station. Disinfectant wipes will also be available on request at the conference office
- At all times, where possible, stay LEFT when moving around the building by following the signage and floor markings
- Maintain safe/social distancing of at least 1 metre

General Hygiene Rules:

- Wash your hands after using the toilet, before eating, and if you cough/sneeze into your hands (follow the 20-second hand-washing rule). You can also use the sanitizers you'll find around the venue.
- Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitize your hands immediately.
- Avoid touching your face, particularly eyes, nose, and mouth with your hands to prevent from getting infected

Venue Protocols

- Floor mats sprayed with disinfecting solution
- All handrails, door handles, lift panels and other touch points disinfected in between breaks
- Restrooms assigned with attendants to carry out cleaning and disinfecting work
- Tables and chairs disinfected twice a day
- All staff members required to wear protective workwear, such as mask and gloves
- All visitors required to wear face masks (we will provide complementary face masks where necessary)
- Hand sanitizing stations dotted around the venue
- Temperature check for all staff members when reporting for duty every day and details recorded.
- Temperature check for all visitors entering the venue
- Rubbish bins for disposal of used face masks at exit points
- Signage specifying social distancing measures, hygiene rules and two-way systems placed around the venue
- Clients will be requested to stagger arrival / departure times and catering breaks to reduce overcrowding
- Individual water bottles only will be provided

Catering Covid-19 Policy

The team at Mayfair Catering are proud of our high standards in food hygiene as reflected in FSA ratings and 5 star food hygiene ratings at all of our venues.

In addition to the above, we have made the following adjustments to accommodate new ways of working post Coronavirus

Catering Staff:

- Prior to returning to work, all staff are required to complete a Staff Health Declaration.
- All staff receive Covid Awareness Training including rules on social distancing and new hygiene measures.
- All staff have been supplied with Personal Protective Equipment which must be worn at all times.
- One member of staff per venue has been designated as a 'Covid Champion' with responsibility to monitor that Covid control procedures are being followed.
- All back of the house staff 'chefs and kitchen porters' will also follow social distancing.
- Each venue is audited by CFS (Food safety auditing).

Deliveries:

- All suppliers are checked for Covid-19 compliance.

Conference Refreshment Breaks:

- Coffee stations will be staffed with drinks poured for delegates upon request and available for collection at designated collection points.
- Milk, sugar and biscuits will be individually packed.
- Eco-friendly disposable cups are available.
- Queuing systems will be put in place to maintain social distancing

Conference Lunch:

- The lunch area will be regulated to reduce overcrowding and ensure social distancing is maintained.
- Individually packed lunches/ Bento boxes available as an option.
- Hot/Cold bowl food options are available and will be individually packed
- All catering packages are made from eco-friendly materials.
- Increased cleaning and disinfection of frequently touched objects and surfaces.
- Hand-sanitiser and wipes will be provided.

Additional options are available on request – our aim is always to ensure that our customers feel comfortable with the solutions provided.