

Venue Reading

HOSPITALITY

at



At Venue Reading, the safety and wellbeing of our guests, as well as that of our staff, service providers and the wider community, is of great importance to us.

We are continuing to work with some COVID-19 measures across our venue. These measures are in place to continue to give you **Confidence** during your visit.

Please note some of the measures may have relaxed further by the time of your visit.

We are very much looking forward to welcoming you to our venue.

Best wishes

Fi Evans

Head of Conferences and Events Operations



Visit with confidence

We have continued to follow some measures to ensure we are doing all we can to keep you and others safe during your time with us here at Reading.

Things may still be done differently, but please be assured that we are still dedicated to delivering events to the highest standard.



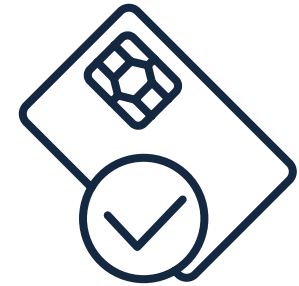
While antibacterial hand gel and sanitising stations are available throughout our venue, washing your hands regularly is still crucial.

- Clear signage and floor markings will remain in place within some locations on our campus.
- One-way systems will continue to be signposted throughout specific areas.
- A full clean of key areas and high-touch surfaces throughout the day.



- Antibacterial hand gel and sanitising stations will remain available at high traffic locations and high-touch surfaces.

- Staff will continue to wear face coverings along with PPE where necessary.
- Perspex screens will remain in place at key areas such as reception, bars and servery counters.
- Our reception team will clean and sanitise the desk on a regular basis and between shifts.



- We are a cashless environment so will only take card payments.
- The card machine will be sanitised regularly by the reception team.
- Key cards and access passes will be sanitised before and after use.



Face coverings are encouraged to be worn whilst moving around indoor spaces at our venue.

Meet with confidence

- Individual groups will have registration tables in specific areas.
- Stationery will continued to be removed from rooms and provided on request.
- Water will continue to be provided in individual bottles for each delegate.
- Deep cleaning will take place in meeting rooms between groups and on a nightly basis, including on all hard and high-touch surfaces including tables, chairs, AV equipment, flip charts and markers.
- Hand sanitising gel will be provided in each of our meeting rooms.

The minimum of 2 metre social distancing will no longer be our default requirement, however to continue to ensure the safety of our delegates, tutors and staff our room capacities have changed based on ventilation.

We will continue to ensure your room layout meets your objectives, areas with natural ventilation, windows and doors will be kept open to enable a supply of fresh air and areas with mechanical ventilation will remain set to the correct levels.

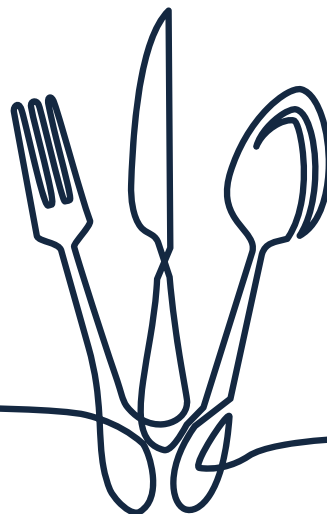


Eat and drink with confidence



We will continue to adapt our food and drink offerings so that we can give you and your guests the best possible catering experience suited to your event.

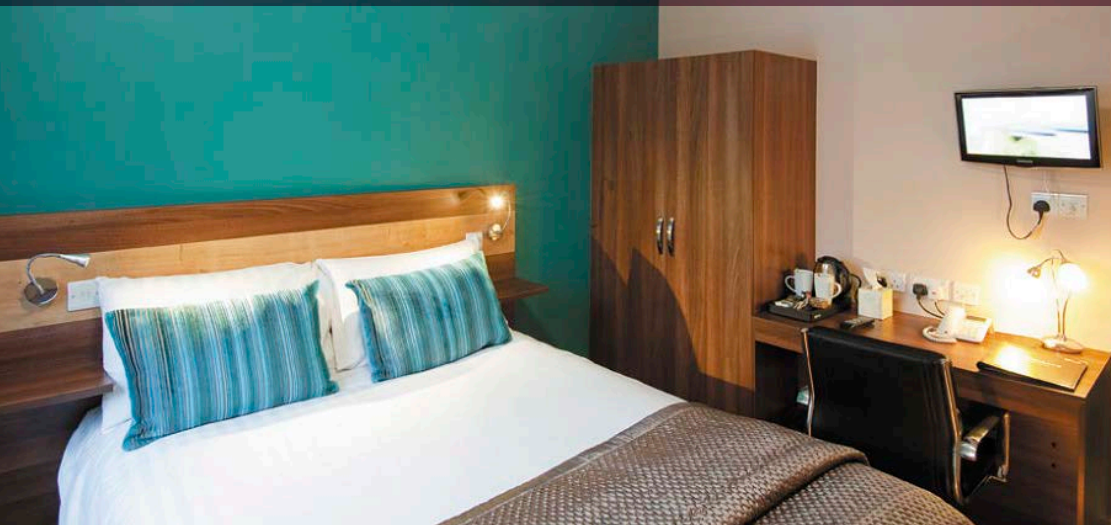
Here at Venue Reading our popular conference catering package is chosen from our menus, and all food and drink items are delivered to your allocated meeting room.



- Access to our food and beverage outlets will be controlled and capacity may be limited.
- Catering team members will wear face coverings when serving, delivering, clearing and sanitising.
- All high-touch surfaces will be cleaned and sanitised regularly.
- Individual picnic-style catering boxes will be delivered to your room.
- Individually pre-packed snacks are available.
- Single-use condiments will be provided.
- Beverages will be delivered to your room.

Sleep with confidence

All of our teams will continue to be provided with the appropriate products, protective equipment and support to ensure that every guest receives the highest standard of customer service.



- Guests will book and settle bed and breakfast via our online portal, which can be accessed via **our website**.
- Reception will complete the registration process for the guest on arrival to ensure check-in has limited contact points.
- Enhanced cleaning and sanitising will be done between bookings, focusing on high-touch surfaces including:
 - switches and electronic controls
 - doors and door handles
 - bathroom surfaces and soap dispensers
 - telephones
 - kettles
 - all hard surfaces
 - beds, bedding and any soft furnishings
- In-room information will be available online and an email will be sent in advance of your stay with further details.
- All housekeeping equipment will be wiped and sanitised at the start and end of each shift.



Book with confidence

Our team will be on hand throughout the planning stages, prompting you when information is required and overseeing your event on the day.

Training, guidance and support will be given to our team members to ensure safety measures are taken and government guidelines are met, allowing your events to be delivered to the highest possible standard.

Speak to a member of our friendly team to discuss your requirements and arrange to be shown around, or take a Virtual Tour of our venue from the comfort of your workstation, whether that be at home or back in the office.



Planning an event can be stressful at the best of times. We want to assure you that our professional and dedicated teams are committed to helping you every step of the way, meaning you can **book with us** with confidence.

Visit: hospitalityuor.co.uk/venue-reading/virtual-tours



Contact us with confidence




Venue Reading is located within one of the University of Reading's campuses, Whiteknights, which is situated approximately three miles from Reading town centre – a prime location for the South-east of England with excellent transport links and easy access to the M4.

For more information or to discuss your event, please contact us:

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venuereading.com

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