

## Delegates book with confidence, join us with confidence!

We are delighted to be able to once again bring the industry together face to face this year. To keep everyone as safe as possible, we will be operating our own Covid-19 safety procedures, working carefully with our suppliers, our team and with you to build exciting, productive, and safe live events for the autumn in line with Government guidance and regulations.

### Faversham House Customer Covid Charter

*Customer Safety, Flexibility and Business Continuity*

#### Customer Safety

Our aim is to work with you to minimise the risk of covid being carried into the venue, so you can enjoy the freedom to mingle, discover new ideas and enjoy the best of the live event experience.

We ask that you support us by following these conditions as part of your registration process:

Please:

- To enter the event we require you show your NHS Covid pass either on your mobile or the paper certificate, and show evidence of a negative lateral flow taken within 24 hours of arrival.
- Do not travel or attend if you are feeling unwell.
- Do not travel or attend if you are isolating due to a 'track and trace' notification.
- A written record of all attendees will be available for track and trace purposes. All visitors will be required to sign-in on arrival.
- Follow the latest guidance on wearing of face masks (which will be regularly updated according to government/health authority guidance). Our current policy is to wear a mask at registration and when moving around the venue, but masks will not be required when seated in the conference room or during breaks/lunch or at workshops tables.

#### Staff and venue safety:

We will work with the venue and all suppliers to create the best possible levels of hygiene, space management, ventilation, and contact safety.

- **Risk assessment:** Our risk assessment and the venue's risk assessment will be available for each venue and event, via a link on our website. It will include our policy on spacing, hygiene, contact areas, seating and networking areas.
- **Enhanced cleaning:** All areas of potential contact will have increased levels of cleaning, including badges, av equipment, doors, bathrooms, lifts and corridors etc.
- **Good ventilation:** The conference room will be well-ventilated with fresh air through open windows and doors (weather permitting), or fresh air circulation from air conditioning.
- **Outside spaces for networking** (where possible): We will be using outside, covered spaces for flexibility of networking where available. Specific guidance on this will be given on each event due to venue and seasonality.
- **Traffic management:** Flow of people in high traffic areas will be managed to avoid congestion.
- **Extended registration:** We will operate an extended registration period to reduce congestion at the registration area.
- **Digital information sharing:** A digital platform/event app will enable digital exchange of contacts and information with exhibitors, speakers and delegates.
- **Food hygiene:** Meals will be served 'at table' with additional structured networking built into the day.
- **Our staff:** All our staff will be double vaccinated and will be checked for a negative covid lateral flow test the day before the event and each day of the event. The venue's risk assessment will have their

policy on staff testing and vaccination and there will be a link to the venue’s risk assessment on our website.

- **Transport:** Our venues have parking available if you wish to use your own car (outside London venues only).

*If you would like to see our full risk assessment documentation, please contact our customer services team to request the latest documentation specific to that event.*

## **Book with confidence of flexibility - for you and your organisation:**

Giving you the confidence to book your place and plan ahead, knowing we have flexibility built into your booking with us.

<b>YOUR OPTIONS</b>	<b>If you have booked a physical ticket but you cannot attend yourself as you have tested positive for COVID, or are self-isolating:</b>	<b>If you have booked a physical ticket and your company has a travel ban in place at the time of the event:</b>	<b>If we can't run a physical event due to government restrictions or in our judgement it would not be safe to do so, the entire event will be delivered on-line</b> ✓ Full content ✓ On-line connections and networking ✓ On-demand content to watch later
Option 1: <i>For the physical event ticket</i>	Transfer your ticket to a colleague.	We will give you a credit note for a future Faversham House event*.	Convert your physical pass to digital and we will give you a credit note for the difference* <b>OR</b> Convert your physical pass to 2 digital passes for you and one colleague.
Option 2: <i>If we offer a digital streaming service</i>	Convert to a digital ticket and receive a free digital ticket for a colleague, OR a credit note for the difference*.	Convert your physical pass to 2 digital passes for you and one colleague.	Convert your physical pass to digital and we will give you a credit note for the difference* <b>OR</b> Convert your physical pass to 2 digital passes for you and one colleague.
Option 3: <i>If we are not offering a digital streaming service</i>	A full refund or credit note for a future Faversham House event*.	We will give you a credit note for a future Faversham House event*.	If you no longer wish to join the event digitally, we will give you a credit note for a future Faversham House event*.

*\*(Pricing difference TBC per event – details on the event website – to be used on any Faversham House event within 12 months, up to the same value)*

*Policy updated 28<sup>th</sup> July 2021*