



→ Your event journey

Due to the Covid-19 pandemic we have revised and updated our customer journey to ensure we are fully compliant with government guidelines, as the safety of you and your delegates remains our top priority. Below is our five point plan outlining the key areas of your journey with us, highlighting the changes in our service.

1

Arrival

- ◆ Free on-site car park and cycle racks make it easy for you to arrive at the Institute.
- ◆ For your safety, and ours, it is currently a Government requirement that everyone wear a face covering in all communal areas. Please bring your own, however we do have some available on request.
- ◆ A member of the team will greet you and direct you to the relevant location.
- ◆ Sanitisation stations are located at the entrance and throughout Møller Institute.
- ◆ Meeting rooms are sanitised and sealed ready for organiser arrival, keeping you safe and secure.
- ◆ Your Guest Services Manager will talk through the flow of your day, confirming all pre-scheduled timings. It is important to stick to timings to ensure we are able to safely manage social distancing requirements.
- ◆ Directional signage will assist in the flow of people around the Institute.

2

Refreshments

- ◆ At our refreshments stations you will be served by a member of the team and offered a selection of snacks.
- ◆ During your morning break, we will collect your pre-ordered lunch choices.
- ◆ To help follow social distancing guidelines we have removed many table and chairs from our milling areas.
- ◆ We are set within the beautiful 42 acres of Churchill College and therefore have plenty of outside space you can take advantage of during refreshment breaks.
- ◆ If your delegates feel more comfortable bringing their own reusable cups, please feel free.
- ◆ Toilets - we ask all delegates to respect social distancing guidelines within toilet facilities.



"I felt very reassured with the Covid-19 prevention measures in place to ensure client safety. Social distancing was possible and maintained in a large airy room, hand sanitisers available with clear signage and the rooms cleaned thoroughly at the end of each day. I cannot fault a single thing and would go as far as saying this was the safest I have felt in a building with other people since the pandemic began."

Event Facilitator



3

Meeting rooms

- ◆ In line with Government guidelines and the Department for Digital, Culture, Media & Sport (DCMS), all delegates should wear face coverings within meeting rooms.
- ◆ Meeting rooms will all be set up based on social distancing guidelines.
- ◆ Please bring equipment with you on the day, as at present time, we are unable to accept deliveries ahead of your meeting or event.
- ◆ At this present time pens, paper and other stationery are available on request, we encourage delegates to bring their own.
- ◆ Each delegate will be provided with their own bottled water.
- ◆ In the event of multiple speakers, antibacterial wipes for cleaning presentation clickers, microphones, etc. will be provided.
- ◆ Meeting rooms will be fully sanitised and sealed at the end of each day.

4

Lunch

- ◆ Please be prepared and ready to break for lunch on time to allow us to safely manage social distancing guidelines.
- ◆ You and your delegates will be taken to your dining area, where you will be served your pre-ordered meal by a member of the team.
- ◆ We allow 45 minutes for lunch, after which the team will clear and fully sanitise the space.

5

End of day and feedback

- ◆ Please be mindful to take all belongings and stationery with you at the end of the day as the room will be completely cleared, sanitised and re-sealed by our team ready for the next event. We are unable to store items on-site.
- ◆ New flip charts and pens are provided at the start of each meeting or event, if required. If you have used any during your meeting or event, please take them with you otherwise they will be discarded to avoid contamination.
- ◆ As you are at the heart of everything we do, we want to ensure you and your delegates receive the best service, especially in the current circumstances. A Guest Services Manager will check in with you at the end of your meeting or event to gather feedback about your experience.