

IMAGO
VENUES

SAFE IN OUR HANDS





TRIED. TESTED. TRUSTED.

Throughout the pandemic, we have never fully closed and have been operating safely for essential workers and elite sport activities for 12 months. Our comprehensive safety measures are tried and tested by satisfied customers and we are also certified 'Covid-safe' by the Meetings Industry Association's AIM Secure accreditation.



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PRE-ARRIVAL EXPERIENCE

We understand that our customers might be nervous or apprehensive about coming to our venues and may not know quite what to expect. Whether you're booking an overnight stay or an event, we'll guide you through exactly what to expect and the measures in place to keep you safe.



ACCOMMODATION GUESTS

As part of your booking confirmation, we'll send instructions of exactly what to expect when you arrive for an overnight stay.



EVENT BOOKERS

We will advise on the spaces, numbers, catering options and digital solutions available to run a safe event.

We will send out details of your personalised customer journey in advance of your arrival.

ARRIVING ON SITE

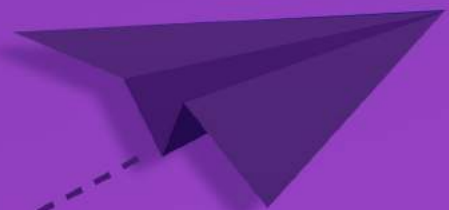
Depending on the nature of your event, or whether other events are occurring on-site, we may give you a designated arrival procedure to follow. Where necessary, temporary signage will be in place to guide you safely to where you need to be.



CAR PARKING

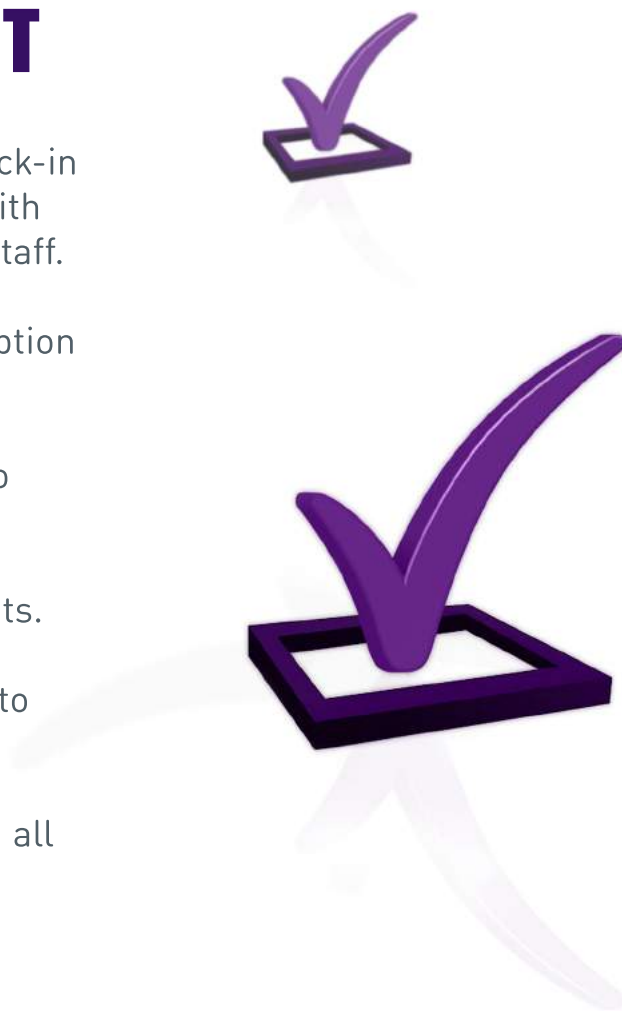
We have ample spaces available and anticipate that arrival times will be sufficiently spread out to avoid mass gathering.

At peak times, our team will be on hand to help coordinate parking.



CHECK-IN AND CHECK-OUT

- Accommodation guests will arrive and check-in through reception, which has been fitted with perspex screens to shield customers and staff.
- Conference guests will be allocated a reception zone to check-in on arrival.
- We have created portable reception pods to give greater flexibility.
- We will only be accepting cashless payments.
- Your room keys will be sanitised and put into individual envelopes prior to arrival.
- We have sanitiser stations in reception and all public spaces.
- We will be operating an express check-out



TEMPERATURE CHECKING

Will will scan every guest (and staff member) with a contact-free scanner upon arrival at our venues.

If the reading is 37.8 degrees or higher, we will ask you to wait in a confined space for five minutes and then re-take your temperature.

If your temperature is still above 37.8 degrees, we will ask you to return home and arrange a Covid-19 test via the NHS website as soon as possible.

This is in the interest of everyone's safety.





STAYING OVERNIGHT

If you're staying overnight as a conference or leisure guest, we've made a few changes in the bedrooms...

- All removable items have been taken out of the rooms, such as comment cards, menus and leaflets.
- We are electrostatically disinfecting bedrooms, duvets and pillows between every stay.
- We have introduced a contactless digital concierge service.
- Printed single-use menus will be available on request.



STANDARDS OF CLEANLINESS

We have always taken pride in our standards of cleanliness but, to give you further reassurance during this pandemic, we have implemented even more stringent measures to maintain a safe environment.

08. STAFF PPE

Our team members are wearing gloves, disposable aprons and any other necessary PPE items. This provides them with the necessary protection and keeps you safer by eliminating cross-contamination.

01. HARD SURFACES

Our Housekeeping team clean all hard surfaces and contact points - such as floors, desks, tables, light switches, remote controls - with viricidal cleaner. This is a proven disinfectant that is effective against Coronavirus, Influenza and other viruses.

02. KEY AREAS

We clean all key areas with viricidal cleaner and apply it directly for the recommended contact time. This process leaves the surface clean and free from all enveloped viruses.

07. OFFLINE ROOMS

We will put our bedrooms offline between check-outs and meticulously disinfect between guests, including electrostatically disinfecting bedrooms, duvets and pillows..

06. PUBLIC AREAS

Public areas are cleaned even more frequently and we have implemented checklists in public toilet areas. These will be cleaned hourly and signed off, to reassure you that these checks have been carried out.

05. TOWELS AND LINEN

Our towels and bed linen will continue to be collected and professionally laundered. Duvets and pillows are electrostatically disinfected between every guest stay.

04. SUNDRY FURNISHINGS

We have removed all 'nice to have' items such as bed runners, cushions and any items that cannot be easily laundered.



If you would like further details or reassurance on our cleaning regimes, please do not hesitate to ask us.



SOCIAL DISTANCING

We appreciate that coronavirus rules and guidance have sometimes been vague or confusing with multiple permutations. To keep things simple, we have planned for a 2M separation and have instructional signage throughout our venues to guide you.

MEETING ROOMS

- We have amended event capacities and reduced layout options to allow for necessary social distancing.
- All shared equipment is sanitised before and after each use, including tables, chairs, remote controls, cables and laptops.
- We have removed all non-essential items, such as stationery and pens, from the meeting rooms and made these available on request.
- There are sanitising stations in meeting rooms and throughout the venue and we will provide a pack of disinfectant wipes for organisers.
- We are providing individually bottled water and/or sanitised water stations using vegware cups.

BREAKOUTS

- We have staggered break times to avoid multiple use of space and mass gathering.
- Where possible, separate breakout areas will be allocated per group.
- We will only be providing pre-packed food items and no shared utensils.
- Our shared coffee stations have strict social distancing in place and are sanitised frequently.
- We have reduced communal furniture to allow for adequate social distancing around the venues.



BURLEIGH COURT CONFERENCE CENTRE & HOTEL

Room	Classroom	Theatre	U-shape	Boardroom
Convention	24	45	16	18
Avon	14	23	10	12
Severn	12	24	10	12
Dove	11	24	7	8
Swift	13	20	8	10
Soar	13	20	8	10
Derwent	11	24	7	8
Wye	8	12	7	8
Trent	8	12	7	8
Malcolm Brown	x	x	x	10
Jubilee	x	x	x	6
Tamar	x	x	x	6
Syndicates 1-12	x	x	x	6

THE LINK HOTEL

Room	Classroom	Theatre	U-shape	Hollow Boardroom
The Charter Suite	30	60	15	16
Wallace	6	14	x	4
Davies	8	17	5	6
Butler	8	17	5	6
Richards	15	23	7	8
Reception Room	x	x	x	x

ELITE ATHLETE CENTRE & HOTEL

Room	Classroom	Theatre	U-shape	Hollow Boardroom
Seminar 1	4	9	x	x
Seminar 2	6	14	3	4
Seminar combined	9	24	8	10

HOLYWELL PARK CONFERENCE CENTRE

Room	Classroom	Theatre	U-shape	Boardroom
Turing	75	127	x	x
Stephenson	30	85	x	x
Babbage	69	103	x	x
Brunel	x	x	x	x
Murdoch	x	x	x	x
Brunel/Murdoch	20	30	x	12
Kelvin	18	27	x	9
Marconi	4	9	x	4
Kelvin/Marconi	x	x	x	x
Pascal	6	13	x	6
Edison	4	6	x	4
Davy	4	6	x	4



CONTACTLESS SERVICE

Our business is all about hospitality. It's really hard for us to offer anything less than our usual service level, so we've come up with a way to keep the service standard high, yet contact-free.

- Our staff have received full training on Covid-secure procedures & social distancing measures.
- We have introduced 'social distance champions' to guide you and keep us all safe.
- All food will be prepared safely by our chefs and individually portioned for guests.
- We have a selection of contactless food options, from 'grab and go', pre-boxed or room delivery.
- Restaurant, lounge and bar areas will be socially distanced and will operate a strict one-way system.
- We will have introduced table service or collection points for all food and drink orders.
- All cutlery and condiments are now individually wrapped and portioned.

SCAN, ORDER AND PAY

We have implemented digital solutions to make it easier for you to place table orders, request room service or instant message us from your meeting room.

Our concierge service can be operated from your own devices without having to download an app.

Simply scan QR codes to order and pay on the go. We will then deliver to your door, or notify you of your collection point.

You can also use the service to instant message and live chat with our Front of House teams.





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#MEETINGMATTERS

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