



Keele
UNIVERSITY
EVENTS AND
CONFERENCING

Conferences

Conference with Confidence



Here at Keele University Events & Conferencing we value the wellbeing of our team, visitors and clients above all else. You and your delegates need to feel safe in our spaces and confident in our staff and services.

We want to assure you that now, more than ever, we are looking ahead *and* planning to ensure that we can open our doors safely and welcome you back when the time is right.

The landscape of events is changing. Although the way we do things might not be the same, and in some instances from a distance, to what we're used to, rest assured that you are in safe hands.

Our fantastic team will work to provide a successful and memorable event for you and your delegates.

Our event guarantee – flexible bookings

We know that you will have concerns about booking events in a world where day-by-day anything can change what you have planned. At Keele University Events & Conferencing we want to put your mind at ease by introducing a flexible approach to bookings.

For any new meetings or events confirmed with us moving forward, we promise that should they subsequently be unable to go ahead due to COVID-19 we will transfer your booking to a mutually agreeable future date penalty-free. As an added assurance we will make no change to the previously agreed rates if rebooked before the end of July 2021. [Click here for our Terms & Conditions.](#)



Five Step Plan

We have devised our plan using industry research and the knowledge and skills of our award winning team. This plan outlines our strategy in five key themes laid out below. This strategy will continue to grow and adapt alongside emerging government protocols and in compliance with hospitality industry standards.

We will keep regular communication with clients and information will be regularly updated and readily available on our website at www.keele-conference.com.



Space & Social
Distancing



Hygiene &
Cleanliness



Contact-free
Catering



Enhanced
Technology



Communication

Space & Social Distancing

We have introduced social distancing measures that minimise transmission and protect all individuals.

We have **suites of rooms** and will allocate a suitable space for the number of attendees in line with the current social distancing regulations. Your event will have **exclusive access** to the space which means that you will never be expected to share your meeting space with another client.

We have adapted our delegate package inclusions to offer bespoke low contact catering options. Existing bookings will be swapped to a comparable package.

We have **clear signage** in all rooms clearly outlining expectations from visitors relating to safety, hygiene awareness and social distancing without detracting from your event. There will be clear markers to remind delegates of distance and, where possible, there will be a **one-way system** in and out of meeting rooms. We will also implement temporary **clear wayfinding** for delegates to follow to your event which will minimise contact with non-attendees.

Our **highly trained Guest Champions** are fully compliant on social distancing and new hygiene measures. They will support and deliver your event with the utmost care and professionalism as well as be on hand to monitor and help enforce social distancing in a polite and courteous manner.



Hygiene & Cleanliness

We will maintain diligence in cleanliness and introduce increased hygiene measures.

Each event space is **cleaned extensively** before and after each booking with attention to surfaces, door handles and light switches. This is in addition to our regular cleaning schedule throughout the building. Additionally, all room and AV equipment provided by Keele University will be **thoroughly sanitized** prior to being used.

We have freestanding **hand sanitising stations** throughout the building including within your meeting space.

Government guidelines advise that face coverings are worn when in public indoor spaces We ask you to bring those with you and wear them as per the guidelines.

To keep contact to a minimum, we will not be providing pens and paper as standard but we will keep a small stock which can be requested on the day.

All staff have received training in proper hygiene and cleanliness and will wear appropriate PPE when delivering your event.



Contact-free Catering

We will deliver the same quality food and drink with increased safety and minimal contact.

The **refreshment area** will be within your own suite of rooms or as part of a larger meeting space. Each delegate will be provided with their own refreshment package for the day which will include disposable cups sachets of tea/coffee/sugar/milk/wrapped biscuits and a stirrer. Hot water will then be poured for you at the refreshment point and we will provide **individually bottled water** for delegates.

A safe table service system will be in place for lunch service, if this is required by government guidelines. Alternatively **Lunch** will be served from a central dining space where each event will be allocated their own dining time, we will ask that delegates return to their meeting space to eat their lunch.

Food will be individually portioned to avoid the requirements for serving equipment wherever possible, where this is not possible a server will be provided who will work from a safe distance to control the distribution of the buffet and avoid the number of guests coming into contact with the buffet.

Delegates can choose from a selection of **pre-packed delicious lunch boxes or a choice of hot and cold food from the served buffet** with individual wrapped cutlery.

At Keele, we have plenty of **outdoor space** including our beautiful Italian gardens and lakes at Keele Hall, to enjoy during your breaks. We encourage all guests to make use of these beautiful spaces and to network outdoors if the weather is fine, adhering to social distancing measures at all times.



Enhanced Technology

Video conferencing solutions, live streaming and virtual tours are all available,

We pride ourselves on our **enhanced technology and forward-thinking solutions**. Each of our conference and meeting rooms are equipped with presentation facilities and Wi-Fi, with repeater screens available in our larger spaces if required. **Conference phones** are available for delegates to dial-in.

Most of our spaces have **virtual tours** available on our website which you and your delegates can see prior to your event.

We are also pleased to offer **live video streaming and hybrid conference solutions** with any booking. This not allows you to manage larger delegate numbers by allowing guests to **attend virtually** but provides an opportunity for you to increase the reach of your event by attracting additional attendees from around the world. Ask a member of our friendly team for further details.

Whatever option you choose, our dedicated events team will be on hand to provide advice and guidance to maximise how you use our equipment for your event.



Communication

Clients will be asked for a full delegate/guest list for those attending their event to support the monitoring of movement within the buildings and provide the NHS test and track system with date if required. We will keep a temporary record of our customers and visitors for 21 days in line with data protection regulations.

You will receive regular communication and updates from our team throughout your booking experience as we believe communication is paramount to a positive experience..

From your initial enquiry you will be assigned a designated event manager who will maintain regular contact with you throughout your journey with us. They will be on-hand to address any concerns and provide advice and guidance to you to ensure the very best for your event.

On enquiry you will have the option for an online virtual tour with one of our experienced team to talk you through the spaces & allow you to envisage how they would work for your event.

Prior to your event you will be sent an **event planner pack** which will include advice for delegates detailing our new safety measures and guidance.

Want to know more?

Get in touch with our award-winning team today.

Tel: 01782 732020

Email: conferences@keele.ac.uk



Finally...

As a guest to Keele University we ask that you commit to:

Providing a full list of guests for each event prior to arrival for test and trace purposes

If in the unfortunate case, you have any COVID-19 symptoms such as a fever, cough, shortness of breath or loss of taste or smell, we ask that you do not attend your event. Please contact your event organiser to advise them that this will be the case.

It is important to note that for the safety of our guests and the safety of our team, that any visitors displaying symptoms consistent with COVID – 19 will be requested to seek medical advice via NHS 111 or the coronavirus website. Should you be advised to self-isolate, we will request that you leave the venue immediately and return home.

We request that everyone respects the current social distancing guidance, not because we don't care about you... but because we do!

And finally, please treat our team and your fellow guests with kindness and respect: this is a difficult time for all of us.

We can't wait to see you, travel safe and stay well.

Keele Hall

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It's the Keele difference.