



Your safety Is Our Priority.

We believe that safety is a joint responsibility between us, you, and the visitor and we will work with you to ensure everyone's safety.

We recognise that each event is different and will, therefore, work with you to tailor the following points to ensure effective control for your event.

We understand that this is an ever-changing situation and look forward to collaborating with you on a specific plan for your event.

Our farm shop Fodder, has been open throughout this situation, and we have gained valuable experience in managing customer flow through one-way systems, active queue management as well as managing social distancing and working with both customers and staff alike to ensure overall good hygiene. We have taken this experience and applied it to both Pavilions of Harrogate and Yorkshire Event Centre.

Before you arrive:

- ✓ Located on the southern edge of Harrogate within a few miles of the motorway network, we are easily accessible without using public transport; drive from your home to us and enjoy free parking adjacent to the venue.
- ✓ The venue will be thoroughly cleaned before you arrive.
- ✓ We will confirm the name of all rooms to be used beforehand and send you maps and directions on how to access them which can be sent in advance to guests.
- ✓ Appropriate signage will be in place to ensure guests know where to go.
- ✓ A dedicated catering space will be assigned to your event.
- ✓ We will work with you to create a bespoke room plan with the aim of alleviating pinch points whilst maintaining current social distancing.
- ✓ Team members are trained on updated health and safety processes, and hand sanitiser points are located throughout the venue.
- ✓ Should you require additional space for your event to go ahead, we will be delighted to discuss the various options available.
- ✓ We will work with you to provide audiovisual solutions to allow for speeches and public addresses to be delivered virtually if required.

While you are here:

- ✓ Appropriate COVID-19 signage will be displayed around the venue, reminding visitors and exhibitors to maintain social distancing, wash their hands and sanitise regularly.
- ✓ Hand sanitising points have been placed around the venue.
- ✓ Where possible, windows and doors will be opened to increase ventilation so please ask your guests to bring a coat or jumper on cooler days.
- ✓ All doors will be open on arrival including secondary access points to reduce touch points when accessing your rooms.
- ✓ The additional antibacterial spray will be available should guests prefer to clean their own spaces.
- ✓ Our catering partners will provide individually plated meals. Seating will be arranged to follow current social distancing. Guests can also take advantage of the outside seating areas available.
- ✓ Toilets will be cleaned regularly during the event. Events that have a gender-specific bias can have toilets changed from female to male and visa versa if required.
- ✓ We will increase the collection and removal of rubbish, and specific waste bins for mask disposal can be provided.

When you leave:

- ✓ All areas will be thoroughly cleaned and disinfected after each event, and all doors and windows will be opened for ventilation.