

# Delivering Safe Events at Museum of London



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### Enquiry Stage

- Communicate social distancing plans to client at enquiry stage
- Explain that plans may adapt according to government guidelines and public health advice
- Provide revised capacities and floor plans that are COVID-19 compliant
- Explain any changes in terms and conditions
- Highlight any areas of responsibility that event organisers must be aware of when holding an event at the venue.

### Site Visits

- Encourage virtual show rounds where possible
- Site visits must be pre-booked and communicated to onsite staff who may be affected
- Avoid site visits when events are taking place where possible
- Let the client know the social distance measures in place for the show round
- Guest arriving for site visits to be asked to arrive on time
- Hand sanitiser/handwashing facilities available for guests on arrival and throughout the building
- Bag check if required, placed on the counter by guests, searched through a Perspex screen and appropriate PPE used. If a scanner is used, guest to place own bag in the scanner and to be collected by guest
- One way routes to be implemented where possible
- Final planning meetings to be carried out online where possible to cut down visits to site
- Discuss hybrid event options with the client in case delegates are unable to attend the physical event.



### Arrival and departure

- All guests attending the meeting must be registered and the organiser must keep their details for up to 21 days post event should they need to be contacted
- A virtual greeting via android phones can be arranged or a socially distanced greeting from an event manager can be organised – please let us know your preference
- A video for housekeeping will be sent to you prior to your event that can be played via your laptop to minimise the contact between your delegates and the event manager
- Please note members of the Museum of London team will not shake hands when greeting guests
- The event manager will greet the organiser either virtually or in person and will explain that the toilet attendant will be in place and a cleaner will be in regularly to clean high touch points – door handles, light switches, tables, chairs, toilets, sinks etc.
- **All staff on site will be in PPE and we ask that all guests are wearing face coverings in the public areas**
- Please notify your Event Manager whenever you have a break and lunch and we will organise for the cleaner to sanitise the room immediately
- When your event has concluded, and all guests have departed please notify your event manager and they will arrange for the room to be sanitised.

## Room capacities

We have amended our room capacities to ensure guests have social distancing of 1m+. See layouts as follows:



## Museum of London

CLORE LEARNING CENTRE <small>(OPEN)</small>	ACTIVITY SPACES	SEMINAR ROOM	STUDIO
<b>Cabaret Style</b> <b>30 Guests</b> 10 tables of 3	<b>Cabaret Style</b> <b>15 Guests</b> 5 tables of 3	<b>Cabaret Style</b> <b>12 Guests</b> 4 tables of 3	<b>Cabaret Style</b> <b>15 Guests</b> 5 tables of 3
<b>Theatre Style</b> <b>50 Guests</b> Distanced seating with flexible layout	<b>Theatre Style</b> <b>20 Guests</b> Distanced seating with flexible layout	<b>Theatre Style</b> <b>15 Guests</b> Distanced seating with flexible layout	<b>Theatre Style</b> <b>30 Guests</b> Distanced seating with flexible layout
<b>Standing Reception</b> <b>100 Guests</b> Ample room for social distancing	<b>Standing Reception</b> <b>25 Guests</b> Ample room for social distancing	<b>Standing reception</b> <b>20 Guests</b> Ample room for social distancing	<b>Standing reception</b> <b>30 Guests</b> Ample room for social distancing
Safe and private catering area Designated private toilet facilities Dedicated hosts to assist with distancing and attending toilets Thorough cleaning regime for space Removed from museum main spaces	Safe and private catering area Dedicated hosts to assist with distancing and attending toilets Thorough cleaning regime for space Removed from museum main spaces	Safe and private catering area Dedicated hosts to assist with distancing and attending toilets Thorough cleaning regime for space Removed from museum main spaces	Dedicated hosts to assist with distancing and attending toilets Thorough cleaning regime for space Removed from museum main spaces

TERRACE GALLERY	GARDEN ROOM	WESTON THEATRE	MUSEUM MAIN SPACES
<b>Cabaret Style</b> <b>45 Guests</b> 9 tables of 5	<b>Cabaret Style</b> <b>25 Guests</b> 5 tables of 5	<b>Tiered Theatre</b> <b>115 Guests</b> Generous space between seats allowing for social distancing	<b>Standing Reception – Exclusive</b> <b>1000 Guests</b> Explore London's history within the unique setting of the immersive galleries and flexible reception spaces
<b>Theatre Style</b> <b>60 Guests</b> Distanced seating with flexible layout	<b>Theatre Style</b> <b>45 Guests</b> Distanced seating with flexible layout		<b>Seated Dinner – Exclusive</b> <b>200 Guests</b> Dine within London Ellipse Hall, home to London's only fully commissionable LED digital ellipse, or host an intimate dinner within one of the galleries
<b>Standing Reception</b> <b>150 Guests</b> Ample room for networking	<b>Standing Reception</b> <b>100 Guests</b> Ample room for networking		
Safe catering area for food and drink station Designated private toilet facilities Private outside terrace space Projector, microphone, Wi-Fi, PA system and lectern Temperature and lighting controls Dedicated toilet attendant	Safe catering area for food and drink station Designated private toilet facilities Private outside terrace space Projector, microphone, Wi-Fi, PA system and lectern Temperature and lighting controls Dedicated toilet attendant	Removed from main museum spaces 2x dedicated hosts to assist social distancing AV technician cleaning all equipment Thorough cleaning regime Various controls for house lights, spotlights	Safe and separate catering areas and bars to allow guests to spread across spaces Dedicated hosts to assist with distancing and attend toilets Thorough cleaning regime for all spaces

## Museum of London Docklands

RUM STORE	QUAYSIDE ROOM	WILBERFORCE ROOM	MUSEUM MAIN SPACES
<b>Cabaret Style</b> <b>40 Guests</b> 8 tables of 5	<b>Cabaret Style</b> <b>25 Guests</b> 5 tables of 5	<b>Cabaret Style – with catering area</b> <b>60 Guests</b> 12 tables of 5	<b>Standing Reception – Exclusive</b> <b>500 Guests</b> Ample room for social distancing with at least 2m <sup>2</sup> per person
<b>Theatre Style</b> <b>45 Guests</b> Distanced seating with flexible layout	<b>Theatre Style</b> <b>40 Guests</b> Distanced seating with flexible layout	<b>Cabaret Style – without catering area</b> <b>70 Guests</b> 14 tables of 5	
<b>Standing Reception</b> <b>125 Guests</b> Ample room for social distancing	<b>Standing Reception</b> <b>60 Guests</b> Ample room for social distancing	<b>Theatre Style – with catering area</b> <b>100 Guests</b> Distanced seating with flexible layout	
		<b>Theatre Style – without catering area</b> <b>150 Guests</b> Distanced seating with flexible layout	
		<b>Standing Reception</b> <b>200 Guests</b> Ample room for social distancing	
Safe catering area Dedicated host for distancing and toilet attendant Thorough cleaning regime for space Private outside terrace space	Safe catering area Dedicated host for distancing and toilet attendant Thorough cleaning regime for space	Dedicated host for distancing and toilet attendant Thorough cleaning regime for space	Safe and separate catering area and bars to allow spread of guests across space Dedicated hosts to assist with distancing and attending toilets Thorough cleaning regime for space

## Monitoring and tracking

- The safety of our staff, suppliers, event organisers and delegates is of the upmost priority so we ask that any guest who has symptoms does not visit the Museum of London and any guests displaying a high temperature or any of the known symptoms at the entrance will be asked to return home and not enter the building.
- In addition, we ask that any guest who develops symptoms in the week after attending an event at the Museum of London to contact us immediately to ensure that we can take the correct procedures internally which includes, but is not limited to:
  - Informing the staff and organisers of other events to advise their guests
  - Performing a deep anti-viral clean of the venue.

## Flexible T&Cs

Due to these unprecedented times we have added a dedicated Covid-19 clause to our terms & conditions to ensure you are confident to place your event at the Museum of London. To add some clarity to the situation we have laid out the below **Frequently Asked Questions** surrounding our T&Cs:

### What are my postponement options?

- All confirmed bookings can be postponed until 31st March 2021 (subject to availability) except in exceptional circumstances.  
Any cancellation fees for the future event date will be based on the original date.



### **Can I reduce my minimum numbers?**

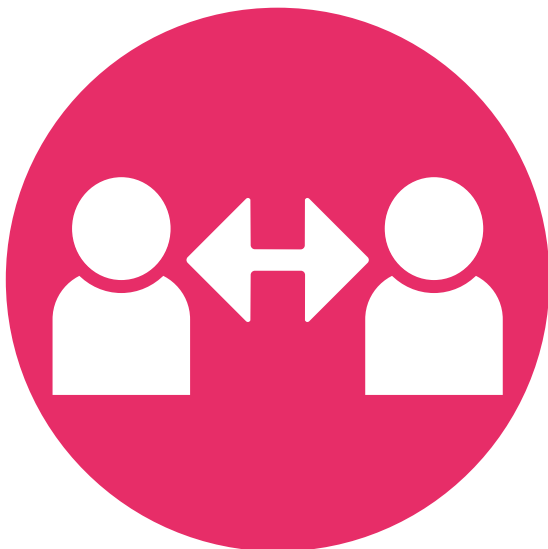
- We are adopting a room hire charge, so the minimum numbers do not apply for hiring the space. Minimum numbers may apply for catering and you can discuss this directly with Benugo to come up with an agreeable solution

### **What about the size of the room – will this incorporate the social distancing measures?**

- We are currently exploring options with regards to different social distancing measures and will follow procedures as laid out by the Government with the health and safety of our staff and guests at the forefront of any decisions made. We have put together capacities based on 1m social distancing (Government & England Public Health guidelines) we will be nimble and when guidelines change the capacities will be adjusted
- If we book/postpone our event now, can we cancel with no cancellation fees due to COVID-19?
- If your event falls in a lockdown or government restrictions mean that we are unable to hold your event, and after exhausting options regarding hybrid events or postponements, we will return your full deposit
- If your event falls in a lockdown or government restrictions mean that we are unable to hold your event, and after exhausting options regarding hybrid events or postponements, we will return your full deposit

### **Do I need to re-sign my contract when postponing my event?**

- You will be issued with a variation of contract document with your confirmed postponed date and this will need to be signed.



## TRAVELLING

- Avoid public transport where possible
- Walk and cycle where possible
- Bike racks available

**Museum of London:** Cycle racks at the junction of Noble Street and London Wall. There is a Santander docking station beneath the Museum on the roundabout on London Wall

**Museum of London Docklands:** There are several bicycle racks close to the museum in Canary Wharf. Opposite the museum front doors is Willoughby Passage Hertsmere Road, which has two racks: one near the Schools and Groups entrance and the other by the Cineworld cinema

- Cycle pathways near to the museum are as follows:

**Museum of London:** Aldersgate and London Wall are cycle pathways (Qii goes nearby)

**Museum of London Docklands:** CS3 from Tower Bridge to Canary Wharf goes past rear of Docklands

- Cycleway maps are available on TFL here
- If you are driving there is a NCP car park located next to the museum.
- Location and map below:

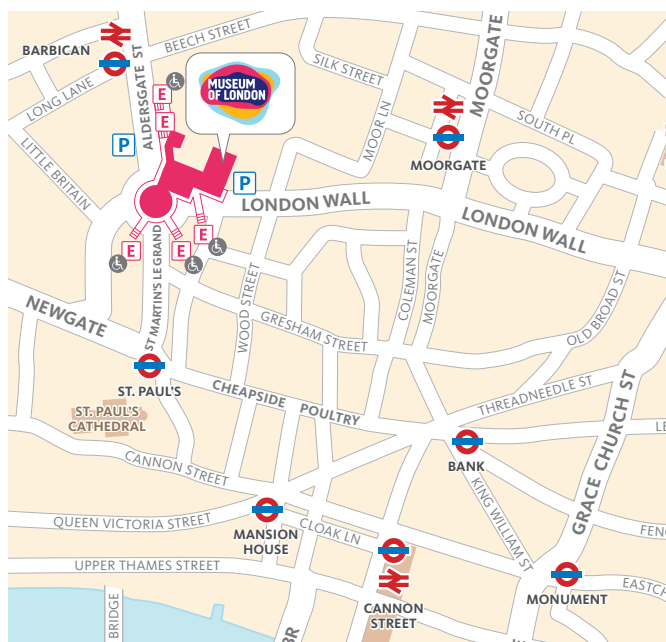
### Museum of London car parks

[www.cityoflondon.gov.uk](http://www.cityoflondon.gov.uk)

[www.ncp.co.uk/find-a-car-park/car-parks/london-barbican/](http://www.ncp.co.uk/find-a-car-park/car-parks/london-barbican/)

### Museum of London car parks

[www.sabaparking.co.uk/car-park/west-india-quay-car-park](http://www.sabaparking.co.uk/car-park/west-india-quay-car-park)



## The venue

To reassure organisers and delegates attending events at the Museum of London we have put the following in place:

- There is a vast supply of soap and the permanent hand sanitiser dispensers across the ground have been changed to touch free to reduce the risk of cross contamination
- There will be a dedicated toilet attendant to manage the flow of delegates to ensure social distancing is maintained
- There will be a dedicated cleaner for events to ensure regular cleaning is carried out and they will be readily available when required
- All of our event spaces have individual air con units and have ample fresh air options

Rooms including; **Terrace Gallery, Garden Room, Terrace Boardroom and Rum Store** all have access to outdoor space.

- Signage, barriers and floor markings have been placed throughout the venue to ensure that individuals are abiding by social distancing requirements and to encourage safe practices and good hygiene.
- Lifts are available for those who need this however these are limited to 1 'bubble' (as per Government guidelines) per lift and should be reserved for those with mobility issues.
- We ask that all guests come to the venue with their own PPE if they would like to wear it; unfortunately, we will not be able to provide PPE to guests or organisers
- We ask that all guests bring minimal belongings with them to events (e.g. no suitcases) to reduce the number of contaminable items in the venue.

## Hybrid Events

We understand that some guests may not feel comfortable travelling in the current climate and have therefore create packages to enhance your event and allow guests to join in online as part of a hybrid event – meaning we can have guests onsite, safely distanced in the spaces, as well as online.

This incorporates both one and two-way streaming.

One-way streaming is live streaming from the room in use out via various software e.g. Zoom, Microsoft Teams etc which online guests can log into and join in. This will be coordinated by our AV technician meaning a stress free and reliable service for our clients. Online guests can still interact in the event by making use of the live chat functions for example asking questions during a Q&A session

Two-way streaming is effectively an event which we can split over multiple rooms. We can stream from multiple rooms to each other to allow the event to be safely distanced across our spaces while still having large numbers of guests. This will include microphones to pick up questions and ambient sounds from the rooms for a more complete package for larger conferences in which audience participation is a key part. These packages will include; A Screen, projector, camera for streaming out, boundary microphones, AV technician and access to secure software.

These packages will start from **£350+VAT** for a basic one-way stream and can be enhanced for your needs as required with price on request option via our in house AV team and/or preferred supplier list of experts.





## Cleaning procedures

To ensure that all of our staff, suppliers, event organisers and delegates are confident about coming to the Museum of London for events we are pleased to share our cleaning regime that will be reviewed and updated regularly as per Government guidelines.

The new cleaning regime includes:

- Full venue deep clean before and after every event
- Increased cleaning of high-frequency touch points
- Ensuring there is a cleaner dedicated to all active event spaces to ensure they are kept at a high-level of cleanliness throughout
- Dependent on how the venue is being used we will be implementing regular cleaning of the below high frequency touch points (this will be agreed prior to the event with the organiser):
  - Light switches
  - Handrails
  - Doorknobs
  - Counter tops
  - Handles
  - Air conditioning controls
  - Push plates
  - Lift push buttons
  - Cabinet handles
  - Sanitisers/soap dispensers

## Waste procedures

Normal waste will be disposed of in the usual manner.

Waste from the cleaning of areas where a possible Covid-19 case has been identified (including disposable cloths and tissues) will be 'double-bagged' and tied off. They will then be placed in a secure holding area for 72 hours before being disposed of in general waste. This process will also be used with staff PPE.

If storage for at least 72 hours is not possible for any reason we will arrange for collection as a 'category B infectious waste' by a specialist clinical waste contractor.

In addition to the above we will now be placing food waste bins in all rooms to accommodate our use of compostable cutlery and takeaway containers.

## PPE

To ensure the safety of our guests and staff we will be providing all our staff with PPE tailored to their job role. This will mean that:

### Front-of-House team

- As a very minimum all of our front of house teams will be provided the option with;
  - Face shields, masks and gloves
  - All catering staff will be provided with PPE provided by the caterer

### Back-of-House team

- The back of house team will be given the option to wear masks and aprons
- Plastic gloves are not recommended due to the HSE risk of cross contamination across foods, however regular handwashing after handling different foods is mandated



## Kitchen procedures

Before Arriving on Site	Arriving on Site	During Event	After an Event
<ul style="list-style-type: none"> <li>• Caterers to set a policy with their staffing agency that if any member of staff has travelled abroad they will not work for 14 days after their return</li> <li>• All staff to complete the food handler declaration form, stating that they are fit to work and have no symptoms or temperature for at least 14 days</li> <li>• The list will be sent to the Museum prior to the caterer arriving on site</li> <li>• Caterers to take full responsibility of delivery of the furniture and communicate with their supplier to make sure the delivery drivers are fit to work.</li> </ul>	<ul style="list-style-type: none"> <li>• All deliveries to be pre-booked, staggered and access routes agreed in advance</li> <li>• Kitchen check list to be carried out to make sure it has been thoroughly cleaned by Benugo</li> <li>• All staff arriving on site will have their temperature checked by the caterer</li> <li>• Any staff member with a high temperature will be asked to wait 15 min before they are checked again</li> <li>• All reporting staff will be allocated a task and a member of the external catering team will monitor this</li> <li>• Surfaces and kitchen equipment to be cleaned and checked before the external caterers are let in</li> <li>• All staff will be provided with PPE by the caterer</li> <li>• Washing hands before food preparation will again be monitored by the External caterer</li> <li>• Additional mobile wash station to be provided for staff</li> <li>• Staff to wash their hands when they return BOH from FOH</li> <li>• One way system to be implemented for staff to move between BOH and FOH.</li> </ul>	<ul style="list-style-type: none"> <li>• Crowd management with social distancing in mind</li> <li>• Sanitising station to be set up by the caterers for the guests to use</li> <li>• Buffet stations to have sneeze guards to protect the food</li> <li>• Pre-packaged food and compostable cutlery to be used as much as possible</li> <li>• Staff to wear gloves and PPE during service.</li> </ul>	<ul style="list-style-type: none"> <li>• Full clean of event kitchen spaces carried out</li> <li>• Full clean of all event spaces by DOC</li> <li>• Ensuring all of the suppliers take their equipment with them and nothing is left on site including disposal of their PPE equipment.</li> </ul>



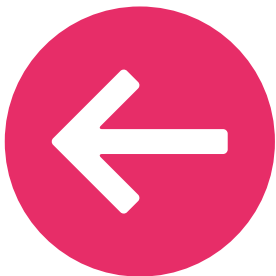
### Staff training

All of our onsite staff will be given additional training in social distancing and food and personal hygiene to ensure that they have a high level of understanding of our procedures and the risks involved in contamination.

All members of staff will be offered additional PPE outside of the standard requirements for their job role where possible and in keeping with policies and procedures already in place.

### Staff rotas

We will be using a smart rota system to ensure that the same members of staff are working the same shifts where possible. This will increase the safety of our staff and guests while minimising the risks, as well as enabling easier monitoring and tracing with the company.



## You're in safe hands, don't just take our word for it

We are delighted to have been awarded both the mia's AIM Secure Accreditation and Visit England's 'Good to Go' to provide that added layer of confidence for your future event with us. The intrinsic detail required for us to host events again in the safest way possible has been assessed and accredited independently to give organisers and delegates further peace of mind. The Aim Secure endorsement recognises that we are dedicated to delivering a first-class service within our excellent facilities, and have a total commitment to upholding legal compliance and health and hygiene protocols, in order to provide a safe environment for both our guests and our staff.



### Delivering Safe Events

We've been working hard over the last few months to implement new Covid-19 secure procedures for events to give organisers confidence and delegates assurances that they will be welcomed into a safe environment. Here are five things you can rely on at the Museum of London;



#### Cleaning:

- Full venue deep clean before and after every event
- Dedicated cleaner and toilet attendant during event
- Increased cleaning of high-frequency touch points



#### Hygiene and monitoring:

- All guests will be registered by event organisers and details kept for up to 21 days post event
- Vast supply of soap and permanent hand sanitiser dispensers (touch free)



#### Social Distancing:

- All room capacities have been amended to ensure distancing of 1m+ in all layouts
- Clear signage, barriers and floor markings throughout the venue



#### PPE:

- All staff onsite will be in PPE
- We ask all guests come to the venue with their own PPE and to bring minimal belongings



#### Accreditation:

We are delighted to have been awarded the MiA AIM Secure Accreditation. This endorsement recognises that we are dedicated to delivering a first-class service within our excellent facilities, and have a total commitment to upholding legal compliance and health and hygiene protocols, in order to provide a safe and welcoming environment for both our guests and our staff.