

THE GRAND
YORK

MEETING & EVENTS
CARE COMMITMENT

COVID-19
OPERATING
PROCEDURES

BUILT
1906



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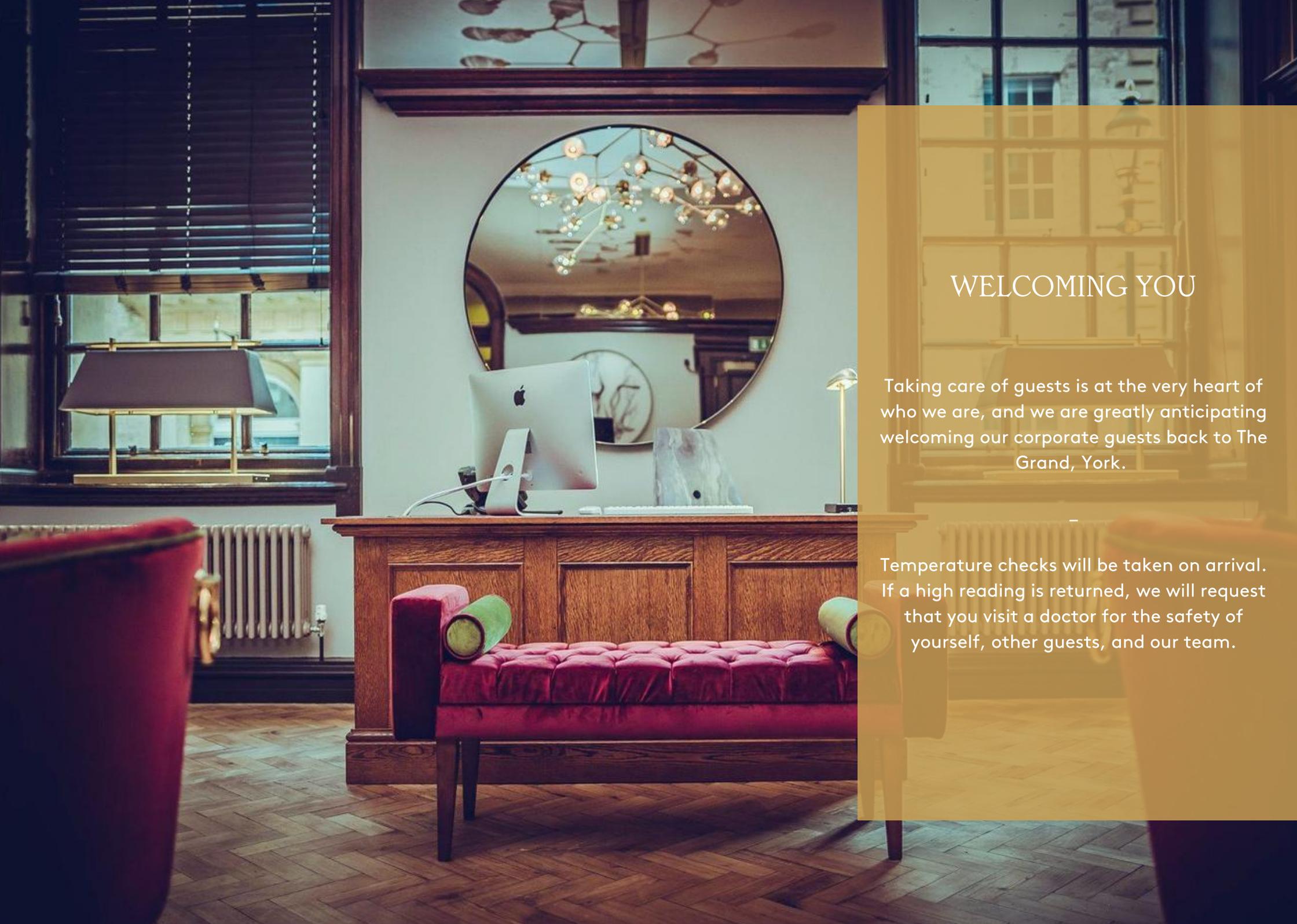
OUR COMMITMENT

The health, safety and well-being of our guests, teams and friends has always been of the greatest importance to us, and never more so than in the current climate. As we look forward, we wanted to take this opportunity to re-assure you of the extra precautions that we have taken to ensure a safe and comfortable environment. With that in mind, we want to offer reassurance and maintain the trust that you already have with The Grand to deliver memorable and safe meetings.

These include:

- Welcoming you
- Heightened cleanliness and sanitation
- Food and beverage
- Team safety
- Social distancing and revised capacities

We are continually monitoring developments and will evolve our protocols to reflect any updated government and industry advice, which we will provide further update on.



WELCOMING YOU

Taking care of guests is at the very heart of who we are, and we are greatly anticipating welcoming our corporate guests back to The Grand, York.

Temperature checks will be taken on arrival. If a high reading is returned, we will request that you visit a doctor for the safety of yourself, other guests, and our team.



HEIGHTENED CLEANLINESS AND SANITISATION

All areas in our meeting and event spaces will be thoroughly cleaned following our new cleaning protocol, prior to the delegates' arrival. We have introduced a new door seal for all meeting rooms so you can be confident that nobody else has been in your meeting room.

All high-touch public areas will receive extra sanitisation including door handles, switches for plugs, coffee machines & tabletops. We will also provide you with additional cleaning products for you to use yourselves should you wish to do so.

Each delegate will receive a COVID-19 amenity box waiting for them in their meeting room, which includes a mini hand sanitiser, a mask & cleaning wipes. We have reduced the number of reusable items in our meeting rooms, for example, note pads and stationery. These items are still available upon request.

FOOD & BEVERAGE

Equipment usually used for tea and coffee services, such as cups, saucers and teaspoons, have been replaced with single-use coffee cups and stirrers. Stirrers and napkins will be provided in a sealed packet so you can be assured that this has not been exposed to the direct touch of our team members.

We have redefined our lunch options for meetings, see below;

- A hot two-course plated lunch in your meeting room.
- Packed cold lunch which includes the option of a selection of sandwiches to choose from, a packet of crisps, a sweet treat, fruit & drink.
This is pre-ordered on the morning of your event by each individual.

Lunch labels will be provided on lunch bag. Your Grand Event Coordinator will require a full list of delegate names prior to arrival so these can be labelled accordingly.

All lunches will be delivered to the station outside of your meeting room at the allocated time discussed with your Event Organiser. They will be pre-packed individually in a single-use takeaway box. This is to eliminate the risk of cross-contamination during the service process. Cutlery will still be provided and we will ensure that this is cleaned at a high temperature prior to being sanitised.





TEAM SAFETY

Each team member will be temperature checked when they arrive at work to ensure the safety of themselves, the wider team and guests.

Full PPE will be provided for team members, including masks, gloves and visors where necessary.

Uniforms will be laundered after single use at 60 degrees.

Hand sanitisation units have been installed in team areas, with extra hygiene procedures in place.

All of our people are undergoing extensive training prior to opening, so that they are fully equipped to welcome you to the hotel in the safest way possible.

Arrival and departure times will be staggered to avoid contact, with separate entrance and exit points in place.

Our team will be required to social distance via the introduction of extra team areas and amenities.

Our team meals will be individually packaged for increased hygiene.



RESTROOMS

We are operating our restrooms with a one in, one out policy. Signs will be on the door clearly stating this and we also have a visible rigorous hourly cleaning schedule when our conference suites are in use.

SOCIAL DISTANCING AND REVISED CAPACITIES

We have re-visited our meeting suite capacities in line with social distancing government guidance. All delegates must socially distance at a minimum of 1m throughout the duration of the meeting.

Our event layouts will be set up with a minimum of 1m distance between chairs, we do kindly ask that once delegates are in a meeting, that they remain on the same chair throughout.

We also have capacities for our meeting suites available at a 2m distance should you prefer this. Please ask your Event Coordinator for these details.

Across all public areas of the hotel, we require all guests to wear face masks. This includes arriving at the hotel, in the breakout space and during break and lunch times. Once seated in your meeting, face masks may be removed.



THE GRAND
YORK

WE LOOK
FORWARD TO
WELCOMING YOU
BACK

