

BE SAFE FACE TO FACE

How we're keeping you
safe during COVID-19





12 ways we're keeping you safe when you visit our venues

At Cliftons, your wellbeing is our highest priority and we're doing all we can to minimise the risk of COVID-19.

That's why we've introduced 'be safe face to face', a rigorous hygiene program to make sure your event with us is a safe and happy one!

Read on to discover the 12 measures we've introduced to protect all visitors to Cliftons.



Hygiene measures you'll notice inside venues

1. Cleaning is now more stringent than ever. We've increased the frequency to three times daily, plus before and after each event.
2. For peace of mind during mealtimes, we offer staff served buffets or individually packaged meals in all venues for hygienic service.
3. Water bottles provided in our rooms are sterilised between uses. We encourage you to bring your own water bottles to fill at the chilled taps in breakout areas. We also provide single-use cups for water and hot beverages.
4. All our venues comply with government-mandated capacity requirements, and we encourage all guests to physically distance themselves from people they do not know.
5. Hand sanitisation stations are located throughout all venues for your convenience.
6. You'll notice signage around the venue reminding you to follow COVID safe practices such as physical distancing and frequent hand washing. Wayfaring stickers and signage help point the way to a safe and enjoyable event experience.

Our self-serve coffee machines have an anti-microbial film applied to touchpoints to ensure the safety of all guests.





Checking-in on arrival: What to expect

To ensure the health and wellbeing of you and other guests, you can expect a few changes when arriving for your event:

7. We encourage all clients to consider staggering event start and finish times to reduce crowding in lifts and breakout spaces at peak times, and provide flexibility for you to book at times that suit your delegates.
8. Client facing staff may wear face masks to help protect other employees and guests. Masks are available at reception for guests on request.

We appreciate your understanding and support with these measures to help keep you safe!

Our staff are working extra hard on hygiene

- 9. At every venue, we've appointed qualified on-site Health & Hygiene Officers who oversee and enforce our strict hygiene protocols to minimise the risk of COVID-19. Have a question on our health and safety policies? They are there to help!
- 10. All Cliftons staff have completed mandatory training and certification in our 'be safe face to face' hygiene protocols before returning to work, so you're in good hands when visiting our venues.
- 11. All venues have Covid Marshalls at reception to assist with venue entry and ensure the safety and wellbeing of all visitors



HVAC & Air Quality

12. With COVID, preventing the spread and survival of airborne viruses in the air and on surfaces in indoor spaces has become crucial. HVAC (heating, ventilation and air conditioning) plays a vital role in providing a safer workplace and event space through air supply and management. HVAC aids the control and distribution of air around an indoor space. It also manages the cleanliness of the air (quality) as well as temperature.

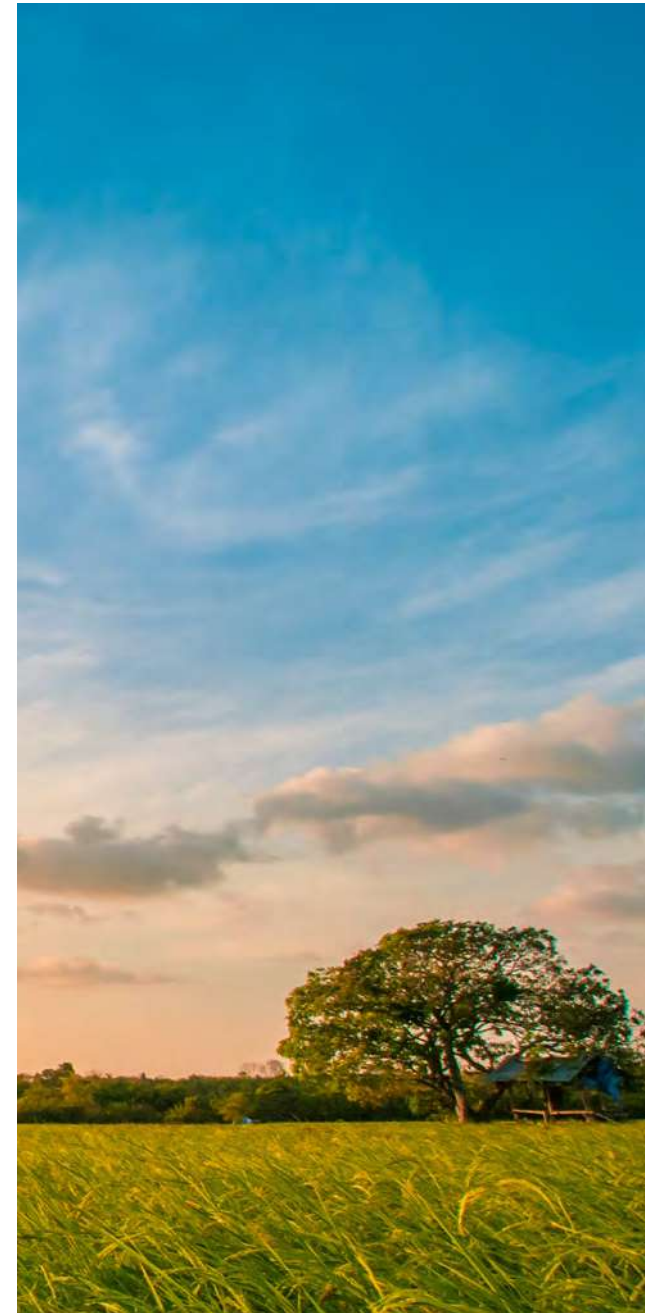
At Cliftons, our property team works with each venue's building management to ensure that our HVAC systems reduce the risk of viral transmission through airborne particles.

As well as the existing building systems, all our venues feature sophisticated supplementary air-conditioning systems that meet or exceed AS-1668. These systems provide additional fresh air, cooling and filtration.

We also partner with our building management team to:

- Ensure regular inspections, maintenance and cleaning of heating, ventilation and air conditioning (HVAC) systems;
- Limit use of recirculated air in HVAC systems and increase the outside air intake;
- Allow override of automated ventilation settings that reduce air supply based on temperature or occupancy;
- Ensure installed exhaust fans are fully operational.

A well-maintained and operating system can reduce the spread of airborne viruses in indoor spaces. Increasing the rate of air change, reducing air recirculation, and increasing the amount of outdoor air coming in may help manage the risk of virus transmission. Cliftons are working proactively with building management help to reduce risk further.





What if your event can't go ahead at the last minute?

You can now book with confidence with our event guarantee.

All events hosted with Cliftons can be taken online in as little 24 hours*. Cliftons tech infrastructure and virtual event offerings allows you to run hybrid events linking people and locations seamlessly. Should unforeseen circumstances prevent your event going ahead in person, it can be transitioned online instead!

*Subject to equipment availability

We look forward to welcoming you back

We are working hard to create safe meeting environments that are compliant with up-to-the-minute government advice to prevent the spread of COVID-19.

We appreciate your support and look forward to welcoming you back safely to our venues soon!

How to find out more

Government restrictions vary between countries and states. Find out more about [what's happening at your nearest venue.](#)

Have a question on any of our COVID-19 hygiene protocols or delivery of your event? Contact our Central Bookings Team today.

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