



COVID-19 Return to Events

Taste Creative are here for you in exceptional times ... We're back, safe and ready to go.

We have taken advice from UK Government, the WHO and event industry associations to best prepare for getting back to events to give you peace of mind booking your next event.

We understand things won't be quite the same for the foreseeable future. We have conducted Covid-19 risk assessments along with staff training and we will continue to monitor and evaluate our procedures. Your safety and success of your event is of paramount importance to us. We look forward to working with you again and will provide positive and flexible outcomes to ensure we manage the risk of Covid-19 at our events.

Booking

- Guests and event organisers will be required to agree to adhere to safety measures and social distancing during the event.
- Full safety guidelines must be communicated to all your guests at least 24hrs before the start of your event.
- For any appointments or site visits we will use remote tools where necessary.
- We are providing greater flexibility for bookings to ensure peace of mind. Our T&C's have been amended to alleviate the stress associated with these uncertain times.
For any new bookings made between now and through to the end of 2020 we will honour a 2-week cancellation period.
Current bookings, postponements are considered as required.
- We note we are unable to hold events within a household where anyone is isolating.
- If a Local or National spike in infection rate with lockdown is reintroduced to either our location or your venue location we will be in touch to reschedule your event as soon as possible.

Pre – arrival – Organisers at event venue

- Taste Creative will communicate with clients/households prior to arrival and on arrival to ensure the client/venue understands the social distancing and hygiene measures to be followed.
- We ask high touch areas including door handles, light switch to be sanitised prior to our arrival.
- Health verification will be performed on all staff prior to entry to venue.
- Attendance must be recorded and a list of all attendees with contact details, must be maintained by event organisers for 14 days after the event. *All guests must be invited, walk-ins shall not be admitted.*
- All equipment will be brought onsite and not used at any other event within 3 days. Suppliers to our premises – sign in and out for tracking and adhere to requirements on tracking.

Caterers arriving on site

- All staff will use sanitiser prior to entry, wash hands on arrival and maintain social distancing.
- We will provide a hand sanitizer station for our staff and have disinfectant wipes available.
- We ask that good ventilation is maintained and we keep windows and doors open where possible.
- Where situation requires - we will add social distancing signage reminders.
- We suggest all internal doors between kitchen and reception/dining areas are left open to minimise contact with door handles.
- We will arrange safe methods of disposing of waste with venue.

- We ask toilet facilities for guests and staff clearly signed and sanitising products available, we encourage paper towels for hand drying with adequate waste disposal.

Guests arrival & screening

- Guests arriving need to be screened for health verification on entry to the venue. Screening can be conducted in one of two ways: 1. On site contactless thermometer check, 2. Declaration of health to be signed on the day of the event.
- Guests (or staff) who fail on-site testing, or show symptoms during the event, will need to be rejected from the venue and proceed directly to their primary residence where they should isolate for 14 days.
- We encourage and will assist to remind guests/staff using signage for guests/staff to use sanitiser, follow venue flow and socially distance.

Standards of cleanliness

- We have always taken pride in our standards of cleanliness – to give further reassurance we have implemented even more stringent measures to maintain a safe environment.
- All staff have increased washing of their hands – more often than usual for 20 seconds using soap and water and particularly after coughing, sneezing and blowing their nose.
- We operate increased surface cleaning in all areas – at premises and at event venue.
- To ensure we reduce the spread of germs when one coughs or sneezes they must cover their nose and mouth with a tissue or their sleeve but not their hands then throw tissue in bin and immediately wash hands.
- Our vehicles are cleaned regularly using gloves and standard cleaning produces.
- Our linen is laundered ready for each event at a minimum of 60° C.

Staff Training & PPE

- Taste Creative staff will complete coronavirus training and maintain records.
- All staff must wash hands with soap and water, or hand sanitiser, a minimum of once every hour.
- Staff to wear face visors/mask & gloves as applicable. We will ensure staff PPE is suitably disposed of.

Social Distancing

- Taste Creative will maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable).
- Every event venue to be considered for safe working, safe guest seating set up, working flow for guests and staff and one-way routes where required.
- Social distancing reminders, including floor markers followed as necessary.
- Maximum of two people in a lift at any time, if applicable to venue.
- Setup schedules and delivery times will be discussed between event organiser and venue to ensure there is no clash that will cause overcrowding of entrances, lifts and key access routes.
- Service procedures will reduce risk of touching and personal contact.

By signing below, I acknowledge that I have read and understood and will abide by the above strategies to manage the risks of COVID-19;

Event Date		Signed	
Client Name		Date	

A copy of this should be signed and returned to Taste Creative via email or post one week prior to your event

We look forward to your event