



Our plan to help you
safely
reconnect, collaborate and achieve more.



www.wallacespace.com



At a glance... our new protective measures.



More and rigorous cleaning - overnight deep cleans and ongoing cleaning of all touch-points through the day



Extra space in your room, to allow you to collaborate, connect + create while maintaining a safe distance.



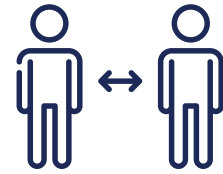
A range of high tech video conferencing + hybrid meeting solutions to allow you to connect with those who can't be physically with you on the day.



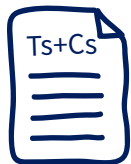
Our famously tasty, healthy food, now available in individual boxes and with the option of private dining spaces for your group.



Our teams have been thoroughly trained on how to continue to delight you with can-do attitudes and expert advice, but safely in a post COVID world.



Clear, non-intrusive signage indicating a new flow around our buildings, designed to help us maintain a safe distance.



The most flexible cancellation terms in the business, book with confidence that should anything go wrong, your dates are flexible.



Staggered group timings to minimise your contact with other groups.



As an AIM accredited venue, we will be using the Meetings Industry Association TrustedTrace app, to ensure precise + secure contact tracing.



cleaning



We have increased the rigour and frequency of our daily cleaning schedules.

You can expect to see our teams dressed in PPE making sure our spaces remain scrupulously clean at all times with a focus on touch points and communal areas.

We have implemented daily deep cleaning on all surfaces, tech and touch points.

There are hand sanitiser points throughout our buildings and masks and gloves are available on request.

We have removed cotton hand towels from our bathrooms and replaced them with disposal paper towels and air dryers.

All tech will be disinfected thoroughly before being given out, then once again on return.

We have also increased the frequency of our overnight deep cleans.

Additionally, our ISO accredited cleaners are using new spray cleaning technology called Zoono. The benefits of Zoono:

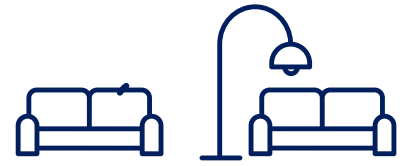
- All treatments fully effective within 60 seconds
- Gives surfaces an antimicrobial coating that lasts up to 30 days
- Meets all necessary safety standards including EN1276:1997 (Bacterial) + EN14476 (Virucidal).



Our teams are being meticulous in maintaining personal hygiene by washing their hands regularly following the Government guidelines.



more space



You now get more space in your room, in line with government social distancing guidelines.

What had previously been our room minimum numbers will now be our maximum numbers, to ensure you have the space you need to interact and innovate safely.

In the lead up to your event we will work with you to understand your needs so we can ensure that you have plenty of room to enable you to do what you need to do while keeping a safe, social distance, we can also add distance markers to the floor of your room, if you would find that helpful.

We have rooms with private entrances and their own separate kitchens, if you wish to keep your group in a private 'bubble' within our buildings. Or you can reserve an entire floor exclusively for your group.

We're also giving you much more space in our caffès and around our tea points, should you choose to use these areas rather than a private dining space.





We have invested in our **video conferencing, live streaming** and **Hybrid Meeting** tech solutions to help you connect effectively with those who can't be physically with you on the day.

High spec video conferencing hardware is included as standard in our pricing.

For groups of up to 20 people, we have a range of Logitech hardware that allows us to turn any room into a video conference suite.

Wifi: we have 1gb/s super-fast fibre broadband for excellent call stability and quality.

Wired internet connection: we have 1gb bandwidth per building and can guarantee 20 mb/s per device.

We can support any video conference platform on the market with our hardware, if you don't have your own platform we can offer you either Skype for business or a Zoom host account.

For live streaming and Hybrid Meetings we work with partners to deliver professional virtual content globally and achieve a better outcome for your virtual event.

Some examples of virtual events we can facilitate:

Online or Hybrid workshops and training

Virtual global conferences

Live streaming global presentations to your entire company/clients/investors

Virtual panel discussions and seminars - live streamed and recorded for future use

Online video pitches to global markets

One to one high end presenter videos

Hybrid and virtual global conferences

Video classrooms and teacher portals

Virtual speakers and presentations to those in the meeting room and for team members unable to be meet face-to-face

High spec professional video calls for global board meetings

We will listen to your needs and requirements and you can trust us to find the right tech solution to achieve a better outcome for you.

We will work with you to find the best solution for your event. On the day, our friendly tech experts are on hand to troubleshoot, advise, support and set-up.

To chat to one of our tech experts just call us on **020 7395 1265** or email **tech@wallacespace.com**.

We can also arrange a video call, of course...



Our chefs will be taking the same approach to our menus as before the pandemic began, with fresh, seasonal, tasty food and exciting menus that joyfully reflect the diversity of our city.

However, the way we serve our food will be changing in line with Government and Public Health England recommendations.

You can still choose to eat in our caffès, in which case your food will be plated for you and numbers will be limited to ensure distancing. If you prefer, you can eat in your room or a separate private space, with your food served in lunch boxes. The choice is yours.





training



While necessity forced us to become a virtual organisation from March until July, we didn't sit around with our feet up. Our teams have been learning and upskilling in a number of areas, so that we can keep you safe and add more value to your meetings and events.

As you would expect, our people have all been thoroughly trained on how to continue to delight you with can-do attitudes and expert advice, but safely in a post COVID world.

We are regularly reviewing our processes to ensure that we are always operating within the current set of best practice guidelines.

Our caffè teams and facilities assistants have all been learning how to keep our spaces safe and scrupulously disinfected.

Our client facing teams have been learning about best practices to ensure that our environments and the equipment we provide is safe, clean and compliant with current guidelines.

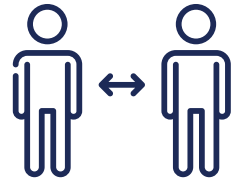
We have invested in our tech and our people have upskilled to become expert advisors, helping you navigate the numerous options and choose the tech solution that is right for your event.



To learn more about any aspect of our training you can contact our Associate Director for Learning and Development at hannah.lockhart@wallacespace.com.



social distancing



You will find the flow around our buildings a little different. We've implemented one-way systems and distance markers to help us all maintain a safe yet social distance while in our buildings.

These new systems are marked with signage that is clear without being intrusive.

When you arrive in one of our buildings you'll notice social distancing floor markers and a screen for your protection at front of house. We have implemented a touch free sign in process but we hope you will still feel the warmth of our welcome, albeit from 2 metres away.



In our caffès, food will be prepped and served from behind a screen. If you choose to eat your breakfast or lunch in the caffè, you will let us know what you'd like and it will be passed to you safely. There will be clearly marked areas for you to wait if someone is choosing their food before you.



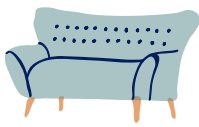
flexibility



We continue to offer you the most flexible cancellation terms in the business. Book with the confidence that should anything go wrong, your dates are flexible.

We don't take deposits for the majority of our bookings.

Here are our standard cancellation terms at a glance...



No deposits for the majority of bookings



Let us know the details of your booking 72 hours in advance



We'll send you an invoice after your event

If you decide to cancel:



2 weeks out, 30% is payable



1 week out, 60% is payable



72 hours out, 100% is payable

We don't like charging cancellation fees. If we can resell your room again we won't charge you anything.

We check in with you regularly in the run up to the event. As we approach 2 weeks, 1 week and 72 hours we will be in touch to make sure you are happy.

If we face another lockdown situation we will work with you to see if it's possible to move your event rather than cancelling wherever possible.

If your numbers drop at short notice due to Coronavirus (or anything else), we will work with you to minimise any charges.



smarter timings



We will, by necessity and to keep us all safe, need to limit some of the flexibility that we all value at wallacespace, at least for now.

We will be implementing staggered start times and lunch sittings to help limit your contact with other groups and enable you to maintain social distancing. Your dedicated client manager will talk you through all of your options as part of the booking process.

We can open our buildings early or stay late for you if this would be helpful, just let us know what you need during the planning stages.

We can also advise you on certain days of the week when our buildings are likely to be less busy.

There will be caps on the number of people in our caffès at any one time, you will also have the option to eat in your room or an adjacent private dining area if you prefer.

The week before your event we'll arrange a call to plan your day and ensure everyone in your group feels confident with our social distancing plans. You can agree your staggered start and lunch times, let us know where you would like to eat lunch and breakfast and also raise any concerns or questions.

Our focus will be very much on giving you choice. We'll ask a lot of questions in the lead up to your event to ensure that your experience on the day exceeds your expectations.

You will also be given the mobile number for your dedicated client manager on the day. You can communicate by text, email or call from within your room, removing the need to come out to our communal areas. They'll be on hand to support you as much or little as you need.

We will continue to make unlimited snacks and hot and cold drinks available throughout the day, but we will work with you to stagger when people are using our break out spaces to avoid bottle necks. All snacks will also now be individually wrapped to help keep you safe.





TrustedTrace



As part of our membership of the Meetings Industry Association, wallacespace has secured the MIA's highly acclaimed AIM accreditation.

AIM is the UK's nationally recognised standard for venues and service providers in the meetings, conferences and events industry and has 50 strict criteria that venues must meet to achieve accreditation.

This accreditation gives us access to the MIA's TrustedTrace tool, a precise, secure + GDPR compliant contact tracing tool, giving you the confidence that were you to be potentially exposed to Coronavirus, we can contact you quickly.

Your data is securely stored for 21 days, then deleted in line with GDPR requirements.

You can find out more about AIM accreditation [here](#).

You can find out more about the MIA TrustedTrace tool [here](#).

