

Useful information for your visit to Ashorne Hill

When you arrive

Your safety and wellbeing is really important to us and we continue to provide a really safe space for you to do business in. Here's a few things to take note of:



Please wear a mask when entering the building and at all times when walking around corridors and public areas.



Plenty of space to spread out



Well ventilated areas



Use our hand sanitising points



Please use contactless payment



Check in to NHS Test and Trace when you arrive

Please do an LFT (Lateral Flow Test) for Covid-19 within 24 hours of your arrival. Please do not attend your meeting or course if you have a positive result or any of the Covid-19 symptoms. The main symptoms of coronavirus (COVID-19) are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

If your stay is longer than 2 nights, please bring a spare test kit with you to do on Day 3 of your visit. This will help identify people who are not displaying symptoms but who may be passing on the virus.

If you get a positive LFT whilst at Ashorne please leave the site immediately and inform your organiser. Please do not visit reception or mix with any other delegates.

Other things of note:

- Parking is free and there's plenty of it. Try not to leave any valuables in your car. Sorry, but we can't be held responsible if anything happens to your valuables or your car.
- Bring a brolly just in case there's a small queue heading into reception. We will continue to ask for email addresses from organisers for all visitors as this will help with Track and Trace.
- Weather permitting, windows and doors in public areas may be left open to aid ventilation. Please be aware and bring a warm jumper or cardigan in case you feel cold.
- We recommend that you obtain your arrival drink and go to your meeting room as soon as possible to avoid unnecessary mixing with other delegates.
- Please maintain social distancing wherever you can, particularly in potentially crowded areas such as coffee stations and lounges and in corridors. Ideally do not gather in groups of more than 6 people.

Overnight delegates

If you would like to open a room account, simply give us the details when you arrive. Or pay for any extras using contactless payment. Our accommodation is in blocks external to the main building so a coat may be useful in inclement weather.

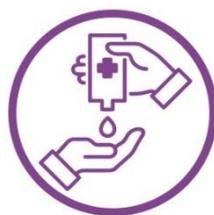
All our bedrooms are thoroughly cleaned and ventilated between customers. Your bedroom will remain a protected space during your stay, so our team will only service your room every 3rd day. If you would particularly like your room to be serviced in the meantime, please do let Reception know. If you require any more refreshments, please ask at Reception.

In your meeting room

We will have agreed with the organiser the most spacious layout possible to provide maximum comfort and safety in the room. To help keep you safe, we recommend:



Pick your spot and stay there for the duration



Use our hand sanitising points



Bring your own stationery just in case



Bring your own water bottle

We won't leave meeting room windows open overnight but please open windows or doors to increase ventilation in your meeting space. You may need to bring an extra layer of warm clothing.

 **In the restaurant and bar**

Please wear a mask
when entering/
leaving and moving
around the
restaurant



Use our hand
sanitising points



Please use
contactless payment



Order drinks
from the bar



Know what time your
dinner is from your
organiser



You'll dine from the
restaurant menu

A vegetarian and healthy option is always available at Ashorne Hill but let us know, directly or through your organiser, if you have specific dietary allergies such as peanuts, tree nuts, gluten, sesame, eggs, milk, mustard, lupin seeds, sulphites, molluscs, fish / fish sauce, soya / soya beans, celery / celeriac, shellfish / crustaceans. Please tell us if you have any medical conditions we should also be aware of.

A breakfast bag can be arranged for you but must be booked on arrival. Refreshments will be available from our designated areas. Keep your breaks flowing by making sure access to the coffee machines is available at all times.

Please stick to the planned service time for your group and leave the restaurant as soon as possible to avoid unnecessary congestion. Ashorne has ample space inside and out, please make use of it during your stay to help allow social distancing.

 **Other things you need to know**

We want you to feel at home whilst you're on business at Ashorne Hill, so the dress code is comfy smart casual. Don't forget if you're doing outdoor team building wrap up warm and be prepared for our unpredictable British weather. Shorts are not allowed in the dining room at dinner time and flip flops should be saved for your holiday and not your business meeting.

Leisure facilities:

Get some fresh air and headspace during your event by exploring our amazing 35 acres of grounds. Outdoor activities include:

- Jogging trail – 2k or 3k. Map available at Reception
- Please contact Reception to check if you wish to use the football pitch or croquet lawn.
- Indoor activities:
- Gym – Please book at Reception
- Sauna – Please book at Reception
- Ashorne Hill takes no responsibility for injuries to people or their personal belongings whilst undertaking leisure time activities during their stay.

Smoking:

Ashorne Hill operates a no smoking policy. However, there are dedicated covered shelters located by the Church Door Car park, back of the bar area and outside the Concourse. Please check the site map for their location. Please remember to keep your distance from others in these areas to help reduce infection rates.

Fire procedures:

When entering any area of the building please make yourself aware of the nearest fire exit. In case of an emergency please exit as quickly and safely as possible and assemble on the tennis courts which are located on the left-hand side as you enter Ashorne Hill. Please remember to keep socially distancing when vacating and entering the building and on the tennis courts.

What we are doing to help protect you

- You'll find hand sanitising points in all public areas, main entrances, and main meeting rooms
- You'll see there is signage around the buildings about the measures to follow to help protect you and others
- We've added extra cleaning measures around the site
- Our teams will all be wearing masks and following good hygiene guidelines, including regular hand washing and sanitising
- Our staff are required to take a Lateral Flow Test 3 times per week and we have strict rules about coming to work if feeling unwell.

Do your bit to help stop infection spreading

- Take an LFT before attending the event and during if your stay is more than 2 days
- Wear your mask in public areas
- Keep your distance where possible
- Don't overcrowd in public areas
- Keep areas well ventilated
- Report immediately if you feel unwell, stay in your room and take a test

Thank you.

We look forward to welcoming you to Ashorne Hill for your event.

