



COVID-19 SECURE STANDARDS CHARTER

Committed to reassuring you and keeping us all safe at Pembroke College

“Pembroke has a commitment to being inclusive, collaborative, and adaptable. Our approach to the current crisis reflects this commitment.”

Throughout the pandemic we have done everything we can to support the teaching and welfare of our student body and ensure our outreach and access programmes stay active. In addition, we have striven to ensure that all members of our support staff have financial security during the crisis. Alongside this core work, our Kitchen team helped to feed Oxford's homeless population, and we are now preparing to re-open our doors as a venue for safe, secure and sustainable conferences and events.

We know that your first priority before organising or attending an event is your health and well-being and that of your guests. At Pembroke College this is our priority too.

Our commitment to you is our COVID-19 Secure Standards Charter. As the situation continues to evolve and improve and the UK government – driven by the latest science and medical advice – continues to offer direct guidance, we will review and adjust these standards accordingly.

We would like to thank you for supporting Pembroke by choosing to place your confidence in us as your event venue.

We very much look forward to welcoming you to College soon.”

Mike Naworynsky

Home Bursar



CLEANING & HYGIENE

Our protocols around cleaning are exemplary and from the start of the pandemic a rigorous disinfection and cleaning policy in line with PHE advice was implemented across College.

- Shared spaces are 'fogged' once a week with an anti-microbial that lasts on surfaces for up to 10 days.
- We have increased cleaning and disinfecting rotas, with close attention to high contact areas such as door handles, handrails and light switches.
- Sanitiser points are installed at entrances and key areas around our venue. Bottled sanitiser is provided in every meeting room. Individual small bottles of sanitiser can be provided for residential delegates.
- Waste bins are regularly emptied and disinfected.
- AV and meeting room equipment is disinfected after each client use.
- We actively remind all colleagues and guests to continually practice safe hygiene measures.
- Our housekeepers meticulously clean and fully disinfect bedrooms, following a detailed checklist and ensuring extra attention to high-touch areas.
- Personal protective equipment is worn by staff where necessary.



FOOD & BEVERAGE

- We hold a 5* food hygiene rating so you can be confident that cleanliness, hygiene and safe food handling have always been high on our agenda.
- Our spacious Dining Hall is arranged to allow socially distanced dining and queuing, complete with signage, barriers and one-way system.
- We replaced self-service with table service and also created take-away, sealed and pre-wrapped options. Delivery options are available for anyone isolating in their room or with vulnerable health concerns.
- We use disposable, biodegradable equipment where possible.
- We will liaise closely with you to ensure that number control measures such as staggering, distancing and flow are all carefully managed for your catered breaks without compromising on quality.

DID YOU KNOW?

Throughout the first lockdown our catering team prepared more than 50,000 hot, Covid-safe, delivery meals for the homeless in Oxford.





SOCIAL DISTANCING

We've given thought to every step of your journey from your arrival and check-in, from your meeting spaces to your bedrooms, to ensure that our team can continue to look after you with our usual warm hospitality, even while keeping our distance.

- The Lodge reception is fitted with screens and barriers.
- Social distancing signage, barriers and one way flow systems are installed across the venue to help you keep a safe distance from others.
- We will work with you to prevent congestion such as staggered arrival / departure times and catering breaks to make sure they don't get too busy.
- The floor plans and capacities of all our meeting spaces have been reconfigured.
- All catering and refreshment spaces are carefully thought out to safely manage effective service while adhering to social distancing guidelines.
- Self-isolation areas are available for anyone who develops symptoms while on-site.
- Our back of house spaces and staff offices have all been reconfigured in order to adhere to social distancing.

TEAM TRAINING

- All staff have had full training on our Covid-19 hygiene and safety protocols and procedures, and are briefed on any changes.
- Full site-specific and event-specific Risk Assessments have been created and all the team briefed.
- External suppliers are briefed on and follow our contractor H&S guidelines.
- We're continuously reviewing all that we do and taking into consideration all new government guidance to ensure that our procedures continue to protect our guests and community and reduce the risk of infection.

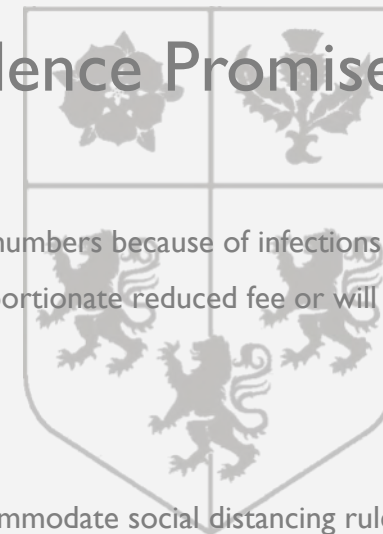
We are proud to have achieved AIM Accreditation from the Meetings Industry Association, which is endorsed by the HBAA and audited against a strict 50-point criteria, assuring you of our extremely high standards and compliance within the MICE sector.





Our Book with Confidence Promise

- Money-back guarantee for forced cancellations.
- If you are unable to provide the agreed delegate numbers because of infections or travel restrictions, we will offer you either a proportionate reduced fee or will agree to rebook the event on another date.
- Flexible rescheduling and deposit terms.
- Provision of extra space, where available, to accommodate social distancing rules.



ANY QUESTIONS?

If you have any questions, please do get in touch via conferences@pmb.ox.ac.uk.

Our team would be delighted to have a conversation and take you through our secure standards in more detail.

We look forward to welcoming you.

