



## Safe Return to Business at Ashridge FAQ for guests and visitors

**In this time of uncertainty Ashridge House assures you that the safety and comfort of our guests and staff remain our highest priority. To safeguard your wellbeing, Ashridge House has implemented and continues to implement additional measures in response to COVID-19.**

**We understand that you may have several questions and hope to have answered many of them here. If you have any further questions or concerns, please do not hesitate to ask your program or meeting coordinator, or call our Reception team on 01442 843491.**

### **What is the latest guidance from the UK Government for Higher Education settings?**

The UK Government expects higher education providers to be open for the 2020-21 academic year, and to make the necessary arrangements to minimise the risks of returning to site. We continue to monitor the latest government guidance relating to Higher Education settings, which can be found here

<https://www.gov.uk/government/publications/higher-education-reopening-buildings-and-campuses/higher-education-reopening-buildings-and-campuses>

### **Should I attend?**

We ask guests and visitors to stay away from Ashridge if within the last two weeks:

- They have visited a country on the quarantine list
- They are experiencing any Covid-19 symptoms in the last two weeks
- They reside in a local lockdown area and government guidance is not to travel

### **What safety measures are in place on site?**

A series of measures are in place to help minimise risk, including:

- A one-way system around a large part of the venue
- Temperature checks for all guests, staff, and visitors
- Hand sanitizing gels in key areas
- Enhanced cleaning regime with focus on high touch points
- Reduced seating capacity in common areas and teaching areas to support social distancing
- Staff training on new operational procedures
- A range of adjustments to our food and drink service

### **A full list of measures can be found on our website**

<https://www.ashridgehouse.org.uk/ashridge-house-coronavirus/>

In addition to the above we politely remind you of the Government guidelines:

- Wash your hands frequently with soap and warm water for a minimum of 20 seconds
- Cover your mouth and nose with a tissue or your sleeve when sneezing or coughing
- Cover your face with a mask in common areas
- Avoid touching your eyes, nose, and mouth
- Maintain the 2-metre social distancing rules



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### **What is the cleaning regime?**

Rooms are cleaned with specialised cleaning products daily and high touch points, e.g. keypads and coffee machines are cleaned more regularly throughout the day.

### **Do I need to wear a mask?**

We ask all staff and guests to wear a mask in common areas and recommend wearing them where the 2meter rule cannot be met (ie 1+) in your meeting room. Please bring your own masks, however we have a small supply if you forget.

### **Arrival and departure**

#### **Is the shuttle service to and from Berkhamsted train station operating?**

Unfortunately, the complimentary shuttle from the station to Ashridge and back is currently suspended. If you are arriving by train, we recommend the taxi company based at the station that can usually provide a taxi within a few minutes. If you decide to pre-book you can book online on [a1taxicabs.co.uk/book-online](http://a1taxicabs.co.uk/book-online) or by calling [01442 875 100](tel:01442875100).

While we usually encourage use of public transport, in current circumstances, do consider driving if this is an option as we have ample parking free of charge on site that may provide a less stressful journey.

#### **What safety measures are in place on arrival?**

All guests and visitors will have their temperature taken on arrival at Ashridge before checking in. Anyone with a temperature above 38.0C measured at two readings 10 minutes apart will need to return home or to a testing centre. We have a separate room set aside for this case, where people can make arrangements, and of course we will be on hand to help.

We recommend you print or scan the Ashridge site map provided with your welcome pack to reduce the amount of material given out at reception. However, copies are available if needed.

#### **What is the procedure at Check Out?**

You can visit Reception at any time on the day of departure to settle your bill thereby avoiding possible queues in the morning, or you can do this the day before if no extra items will be added to your bill.

For contactless checkout please add your card details on your MyAshridge portal if you are using this for your program.



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### **Leisure, Food and Drink**

#### **Are all parts of the site open?**

We are fortunate to have 190 acres of grounds available to our guests and teaching spaces in separate parts of the site so that many groups will have their own dedicated tea and coffee lounge as well as teaching space.

Our beautiful central Wyatt tea and coffee lounge will also be open, and staff will be monitoring the number of people and suggest alternative areas to sit if it gets busy. You are welcome to use the gym (7am to 7pm) but you must call 01442 841450 to pre-book a timeslot to keep the number of visitors low.

#### **Is the bar open?**

Yes, the bar will be open with table service, so people do not gather at the actual bar in the bar! Please take a seat when you arrive, and we will come and take your order. Where possible, we will also have outdoor seating.

#### **What are the arrangements for meals?**

Mealtimes will be staggered to avoid unnecessary congestion with other clients and may be delivered in alternative dining areas in order to keep distance between our clients. High touch items in dining areas have been removed and replaced with COVID safe alternatives. We pride ourselves on the quality of our food and are delighted to let you know we have found a way to maintain the standards you may have come to expect within the safe environment COVID-19 requires.

### **Overnight Accommodation**

Bedrooms will be deep cleaned using high grade disinfectant prior to your arrival and our staff will not re-enter a bedroom unless requested. Bedrooms will be deep cleaned once you have vacated your room on your day of departure which means your room will not be serviced daily, however additional towels will be provided based on your duration of stay. Our reception team can be contacted 24hrs a day and can assist with anything you may require.

### **Teaching and Meeting Rooms**

We have reduced the recommended capacities of all our meeting rooms and tables will be set up to support social distancing. Hand sanitisers are available in all meeting spaces and coffee areas and rooms are cleaned thoroughly at least daily, more often on request, including our fabric chairs. Pads and pens have been removed from meeting rooms but are available upon request.

For those attending a program, the timetable has been reviewed and adapted if necessary, so safety measures can be maintained, for example increasing the use of outdoor spaces, and keeping groups in separate areas of the site.