



Health and  
Safety

mayc acuk  
releasing potential in all



WE CARE FOR YOU

REACH YOUR  
POTENTIAL  
SAFELY

## WE ARE DELIGHTED TO RE-OPEN OUR CONFERENCE AND ACTIVITY CENTRES

Although we have not been able to do what we love and serve our guests during the last few months, we have been working hard to ensure you feel safe when we can welcome you back. We know how important time away together can be for personal development and look forward to when we can continue to serve you and enable you to reach your potential.

To ensure that everyone can 'stay with confidence' we wanted to share the steps we have taken to provide you with the safest environment for your stay.

We are confident in the steps we have taken, are excited at welcoming you back, but appreciate it continues to be a challenging time for us all. We know you will have more questions, which we are happy to answer.

Please do not hesitate to contact us. We look forward to serving you soon.

### King's Park Conference Centre

Kings Park Rd, Northampton  
NN3 6LL  
T: 01604 493111  
E: kingspark@acuk.net

### King's Park Sports

Kings Park Rd, Northampton  
NN3 6LL  
T: 01604 494100  
E: benham@acuk.net

### Pioneer Centre

Cleobury Mortimer, Kidderminster  
DY14 8JG  
T: 01299 271217  
E: pioneer@acuk.net

### Whitemoor Lakes

Barley Green Ln, Lichfield  
WS13 8QT  
T: 01283 795000  
E: whitemoor@acuk.net

## HIGHLY TRAINED STAFF

All our staff will be thoroughly trained to be able to serve you in a safe and welcoming environment. They will be equipped with appropriate personal protective equipment (PPE) and will follow strict guidelines for cleanliness.



## REGULAR CLEANING

Our centres will be deep cleaned before we reopen, and sanitisation of public areas will be carried out at regular intervals throughout your stay.

We will sanitise all room keys, and other equipment issued. We will increase our cleaning regimes to provide constant clean environments and have implemented sanitisation stations around the centre.



## SPACIOUS OPEN ENVIRONMENT

Our centres are large and benefit from lots of open areas, both inside and outside. We will be able to ensure that all your delegates can visit us and still be able to observe the required social distancing.

We will implement systems to manage the movement of people, which will be clearly marked and will allow for separation between guests as they move around centre.

We will reconfigure meeting rooms, coffee points, lounges, and dining rooms to fully comply with social distancing guidelines and gatherings of people.



## FROM THE MOMENT YOU ARRIVE

We will coordinate arrival times and manage your groups check-in, working with you to ensure space for all guests on arrival.

All groups will be required to ensure all guests are symptom free and not displaying a high temperature upon arrival.

We will ask groups to wear the appropriate personal protective equipment (PPE) in line with any guidance.



## DINING IN STYLE AND SAFETY

Our chefs will continue to prepare the delicious meals we are proud of, but there will be a few changes to the dining room to ensure your comfort and safety. There will be no self-service, our staff will serve up your choice of meal, wearing face shields and other relevant PPE. We will work with you to arrange suitable options for other meals, such as lunches, that could include pre-packaged options.

Our large dining rooms provide plenty of space but we will allocate meal times to enable any social distancing requirements.



## EXHILARATING & SAFE ACTIVITIES

We have a history of providing challenging and rewarding activities at our centres and these will continue. We will sanitise all equipment before each session, provide the appropriate PPE for all participants and manage group sizes according to social distancing regulations.

We will adhere to any governing body guidance on individual activities and continue to provide as extensive package of activities as possible.

