

# CORONAVIRUS BOOK WITH CONFIDENCE

## Guarantee



## OUR COMMITMENT TO YOUR SAFETY

Here at The Wellbeing Farm, we value the wellbeing of our event guests, event organisers, suppliers, visitors and staff above all else. You and your delegates need to feel safe in our spaces and confident in our staff and services and this is our number one priority. It's this mantra that has earned us multiple industry awards and accreditation with the Meeting Industry Association.

The landscape of events is changing. Although the way we do things might not be the same, and in some instances from a distance, to what we're used to, rest assured that you are in safe (and sanitized) hands.

Our fantastic team will work to provide a successful and memorable event for you and your guests.

### ***Our Event Guarantee – Flexible Bookings***

We know that you will have concerns about booking events in a world where day-by-day anything can change what you have planned. We want to put your mind at ease by introducing a flexible approach to bookings.

For any new meetings, events or Christmas Party bookings confirmed with us moving forwards, we promise that should they subsequently be unable to go ahead due to COVID-19 we will transfer your booking to a mutually agreeable future date penalty-free. As an added assurance we will make no change to the previously agreed rates.

**SPEAK TO OUR EVENTS TEAM TO FIND OUT MORE:**

**[INFO@THEWELLBEINGFARM.CO.UK](mailto:INFO@THEWELLBEINGFARM.CO.UK)**





We have implemented social distancing measures, cleaning procedures and protective practices to ensure our venue is safe to deliver events for guests and staff in relation to Covid-19. We have devised our plan using feedback from our clients, couples and industry research. This plan outlines our strategy in six key themes laid out below:

1. Social distancing and space
2. Cleanliness and hygiene
3. Contact free catering
4. Enhanced technology
5. Communication and stress free planning
6. Delivering your event outcomes



This strategy will continue to grow and adapt alongside emerging government protocols and in compliance with hospitality industry standards and best practice.

We will keep regular communication with couples and clients and information will be regularly updated and readily available on our websites at [www.thewellbeingfarm.co.uk](http://www.thewellbeingfarm.co.uk) and [www.northwestwellbeingcentre.co.uk](http://www.northwestwellbeingcentre.co.uk) and also within our fortnightly Llama Drama newsletter.



## SOCIAL DISTANCING AND SPACE

We have introduced strict social distancing measures that minimise transmission and protect all individuals. We have one-way systems throughout our venue, no narrow corridors, large amounts of space indoors and outdoors and no carpets.



## CLEANLINESS AND HYGIENE

We will maintain diligence in cleanliness and have introduced increased hygiene measures. A Covid-19 secure risk assessment has been implemented and we are following Government guidance, as and when it is issued.



## CONTACT FREE CATERING

The way we serve food will change but the delicious taste remains. We will deliver the same quality food and drink with increased safety and minimal contact.

Delegates can choose from a selection of pre-packed delicious lunch boxes which are a smart and hygienic alternative to traditional plated meals and buffets. Lunch boxes are served with individual biodegradable cutlery and we will provide individually bottled water for delegates on meeting tables.

We have created a cashless environment to reduce contact.



## ENHANCED TECHNOLOGY

We will help you with video conferencing solutions, live streaming and virtual tours.

Whatever option you choose, our dedicated events team will be on hand to provide advice and guidance to maximise how you use our equipment for your event.



## COMMUNICATION AND STRESS FREE PLANNING

We will ensure you of regular communication and updates from our team throughout your booking and event planning experience.

Prior to your event you will be sent an event planner pack, which will include advice for delegates detailing our new safety measures and guidance.



## DELIVERING YOUR EVENT OUTCOMES

No other venue offers our unique combination of sustainability, fun and wellbeing.

Our flexible, sustainable and safe award winning venue offers you and your team the ultimate experience in facilitation, wellbeing, team building and fun.