



CityCo Events & Meeting Spaces

Our COVID-19 Protocol and Cancellation Update

Last updated: January 2022

Your Safety is Our Priority

CityCo and Manchester BID understand that the health, safety and well-being of our staff and our event guests are paramount with Covid-19 in the new world.

We have developed new ways of working based on up-to-date guidance provided by government and industry bodies.

Fully prepared Risk Assessments have been actioned to comply with hygiene, safety, and social distancing so you can visit our venue in confidence.

We ask you and your guests to demonstrate a respect approach to each other & the CityCo hosts.

Our Plan	
HYGIENE	<ul style="list-style-type: none">• Hand-sanitising stations in key areas of the venue• Personal hygiene products free to use• Hand washing facilities available• Enhanced cleaning regimes across all touch points, surfaces, and equipment• Cleaning checklists visible• Natural ventilation to rooms• Restricted guest toilets usage
SOCIAL DISTANCING	<ul style="list-style-type: none">• Flexible rooms for social distancing including adjusted tables, chairs, and presentation layouts• Reduced numbers are advisable, to help the reduce the risk of infections
PPE & FACE COVERINGS	<ul style="list-style-type: none">• Stocks of disposable face masks available if required• Sanitary bins provided for used gloves, masks, and tissues• Face coverings to be worn in all communal areas and when not eating & drinking
WELLNESS CHECKS	<ul style="list-style-type: none">• A pre-screening questionnaire will be provided to the Event Organiser 24 hours prior attending. Details will be kept privately for 21 days and only used in case of any Covid-19 outbreaks

	<ul style="list-style-type: none"> • Guests asked not to attend the venue if displaying any Covid-19 symptoms, however mild • CityCo display the NHS Covid-19 QR code system for arrival • Attendees will be asked for contact details to support the Government Test & Trace system. Details will be kept privately for 21 days and only used in case of any Covid-19 outbreak <p>https://cityco.com/personal-data-retention-covid-19/</p>
PROTOCOLS	<ul style="list-style-type: none"> • Dedicated Event Coordinator for all events who has full and relevant knowledge of H&S and Covid-19 protocols
BOOKING GUIDELINES	<ul style="list-style-type: none"> • Payment taken a week prior to any event • Cash payments not accepted • A full guide of 'How to use our Space' will be issued before any event. It is the responsibility of the Event Organiser to then communicate to all attendees • Your Event Coordinator will refresh the guidelines to your guests on the day • Information will be made availability to our attendees with other access requirements, including those with visual and hearing impairments
CANCELLATION FEE	<ul style="list-style-type: none"> • As part of CityCo's Hire Agreement, neither party will be deemed in breach or otherwise liable to the other party, for any breach of its obligations resulting from an 'Event of Force Majeure' • The operation of CityCo's Hire Agreement will be suspended during the period in which any 'Event of Force Majeure' continues, and any time periods will be extended accordingly • If the Event Organiser wishes to cancel a Hire Agreement, they must send notice of cancellation in writing, marked for the attention of the Events Co-ordinator to roomhire@cityco.com • Any cancellation will take effect on the day CityCo receives the written notice • Cancellation charges will be assessed on a case by case basis • Cancellation charges will not apply if cancellation is due to changes in government advice and restrictions