



Your meeting and events with safe, social distancing  
You, Me and Trust...





At Wyboston Lakes Resort and within the Woodlands Event Centre and the Willows Training Centre, we have set out some guidelines when running your events to keep everyone safe. These guidelines detail the specific measures that are being taken as we ensure your events take place and businesses resume once more. Given the ever-changing nature of this situation this plan will also keep changing and evolving to ensure it remains up to date, relevant and effective.

It will mean we have to do things differently and some of our usual standards and levels of hospitality will temporarily be amended, but rest assured we will still be putting you first, doing whatever we can to make your time with us as enjoyable as is possible but all wrapped in a package to keep you, along with our hard working and extremely dedicated team members safe.

### Mitigation Procedures:

- Hand sanitization on arrival
- Temperature monitoring on entry
- Facemasks being worn in public areas
- Hourly sanitisation of high touch points and zoning of areas
- Meeting rooms sanitised and sealed prior to delegate and trainer arrival
- Directional signage and one way systems implemented
- Room capacities reviewed
- Staff training and daily briefings
- Controlled food and drink service time to reduce crossovers of groups
- Air flow with the use of air handling units / AC and open windows.

“

**You have all been phenomenal - going over and above in every way and helping us as an Ambulance Trust to continue to train staff who are so critical to keeping our services on the road”**

**Jessica Watts, Head of Improvement Programmes.**

### Thermal Imaging Cameras

We have also installed a hi-tech thermal imaging system at the entrance to each venue, to detect remotely, if a temperature is higher than normal. An extra way to prevent the spread of the virus and protect everyone without impacting on your experience.



### Social Distancing

Essentially this means keeping space between yourself and those around you. Sometimes this is not as easy as it sounds, but we have put together some simple steps to ensure that we are doing all we can to facilitate this for all our guests. Guests will be advised to practice social distancing and reminded with floor markings and signage while standing at reception, in the bar, in queues, waiting for elevators or moving around the resort. Restaurant tables, lounge areas, bar areas and other physical layouts will be arranged to ensure appropriate distancing or maximum capacities are introduced. Delegates will be given an information sheet prior to and on arrival detailing their responsibilities.





## Low Contact Events

These new packages will give delegates limited contact with team members and each other. New self check-in kiosks and a return to buffet setting but with additional protective measures in place.



## Breakfast, Lunch & Dinner Service

- Communal dining spaces, with limited seating
- Specific meal timing
- Sanitized tables between seating
- Clear entry and exit procedures
- Delegates to use hand sanitizer station upon entry and exiting
- Cutlery roll ups
- Single use condiments
- Team members to wear single use gloves when serving, clearing and sanitizing tables
- Buffet stations set with screen guards or food served in takeaway boxes
- Delegates will have no contact with service utensils and plates on buffet line. Once plate is complete with choices the plate will be covered and picked up at the end of the buffet area observing physical distancing.
- Grab and go option also offered.
- Pre-plated individual desserts and fruit available.
- **New online food ordering portal**



## Paddy & Scott's

- Accessed over specific times assigned to each group, observing physical distancing.
- Break areas have pre-packed foods available no utensils will be used.
- Additional hand sanitizer, gloves and anti-bac wipes available for delegates use on touch point areas of the station.
- Clearly marked entry and exit points



## Cleaning Regimes

- Increased cleaning and sanitation schedules for all areas, specific attention on guest touch points and high traffic locations.
- Increased cleaning supplies, disposable gloves, sanitizer and disinfectant for all delegates.
- In room dining plus additional cleaning and waste removal.
- New bedroom cleaning protocols in place, removing unnecessary items, reducing guest contact and servicing according to length of stay.



## Safe Meeting Rooms

We will ensure room layouts meet the clients objectives but have considered, entry and exit points and flow of delegates, while maximising the capacity in the room and observing social distancing guidelines.

- Stationary removed from rooms and provided on request
- Use of disposable items or those which can be sanitized.
- Meeting rooms, all furniture and equipment sanitized after reset.
- All tables and chairs to be sanitized after reset.

All equipment will be sanitized at the start and end of each shift, including:

- Phones, tablets and remotes
- Thermostats
- Cabinetry, pulls and hardware
- Doors and doorknobs
- AV accessories
- Windows, mirrors and frames
- Cleaning kit available in meeting room for use during the day



## Responsible Delegates

We will rely on all our delegates, guests and team members to do their bit in ensuring the safety of all. As such delegates will be given prior to and on arrival written instructions on respecting physical distancing protocols in the meeting room and social areas, including refreshment break areas. Meeting organisers will be asked to outline protocols for entering/leaving rooms, congregating at breaks and meals times, at the beginning of the meeting. Delegates will be asked to remain in allocated seats, for duration of meeting.



These have changed, to promote social distancing. From the 4th July our capacities will reflect the 1m social distancing guidelines.

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# the WOODLANDS event centre

The Woodlands Event Centre forms part of Wyboston Lakes Training & Event portfolio. The venue is home to 16 flexible event spaces, 120 bedrooms, The Olive Restaurant, Paddy & Scott's and fantastic external space. With such space it lends itself to a wide range of events, from conferences, product launches, and training to team building.



Training and meeting rooms are all air-conditioned, beautifully furnished and equipped with great easy to use technology. Creative spaces are located throughout the venue for out-of-meeting interactions, with casual lounges, campfire chat areas and fuelling stations.

External spaces, The Cedar and Rosewood courtyards, play host to some great outdoor events, BBQ's, street food stations, outdoor meeting space and team events. Paddy & Scott's fuelling station offers delegates a contemporary space to refuel, and relax.



The Olive Restaurant can be adapted to create a smaller space for private dining events, or opened up to create a much larger capacity. The menu is Mediterranean themed with the beautiful clay oven creating fantastic signature dishes. From pastas and pizzas to Middle Eastern and African cuisines, our menus are designed and cooked using locally sourced produce.



The well-stocked Cedar Bar opens from 7am to midnight where you can enjoy your choice of drinks and light bites. The Cedar Lounge also provides delegates with a comfortable space to catch up with colleagues after events.

All rooms have modern decor and include comfortable queensized beds, shower rooms, well-lit working areas, flat screen TV, hairdryer, direct dial phone, tea and coffee making facilities. The rooms are also equipped with and iron, ironing board, laptop safe and USB charging points.





The Willows Training Centre is purpose built, and forms part of the Wyboston Lakes Training & Events Portfolio. It provides delegates with an ideal environment for learning. Comprised of two large conference rooms and a further 35 meeting or syndicate rooms. All rooms are equipped with the latest presentation equipment, and a fantastic AV support team.

All training and meeting rooms are air-conditioned, beautifully furnished and decorated with the delegate in mind. Our breakout areas are the perfect place to sit back, relax and unwind inbetween sessions.

The Willows Training Centre also has a beautiful external courtyard. It's the perfect place to enjoy the summer evenings, whilst enjoying a drink and bite to eat after a long day.

Paddy & Scott's fuelling station is a fantastic feature, and a place where delegates are able to enjoy great coffee and a variety of snacks to fuel their day.



"All good! Excellent, friendly staff. Room comfortable, warm and very clean. Masses of hot water. Bed and pillows very comfortable and bed linen good quality which I like. Food plentiful and varied and tasty with good puds. Lots of tea, coffee, juice and biscuits during the day. Training room perfect with a very nice team member looking after us."



The Cricket Kitchen is a highly flexible restaurant space, offering you the ability to make the room smaller for more intimate events, and larger to accommodate bigger groups. Our menus have been carefully crafted and put together using fresh produce. Should you want something a little different, we can tailor the dining options to meet your budget and requirements.



The Cricket Lounge & Bar is a truly relaxing space, complete with a well-stocked bar for delegates to unwind in.



The Willows Training Centre can accommodate overnight delegates in its 183 comfortable, en-suite bedrooms. All are equipped with a workspace so guests can relax, and review the subject matter of the day, catch up on emails or prepare for the following day.



# Our Capacities...

These have changed, to promote social distancing.  
From the 4th July our capacities will reflect the 1m social distancing guidelines.

## Main Building

	Cabaret		Theatre		Classroom		U-Shape		Boardroom	
Event Space	(1m)	Max	(1m)	Max	(1m)	Max	(1m)	Max	(1m)	Max
Willows Suite	70	160	80	260	60	110	30	60	40	60
Artic	6	24	15	45	11	20	10	16	12	20
Bayberry	6	24	15	45	11	24	10	16	12	24
Cape	-	-	8	-	-	-	-	-	6	8
Coyote	-	-	8	-	-	-	-	-	6	10
Dune	12	32	25	80	16	26	16	22	18	28
Flute	9	-	25	-	18	-	12	-	16	-
Littletree	6	-	13	-	8	5	8	-	12	-
Rosemary	6	24	16	45	12	26	10	16	12	22
Sage	6	34	20	50	12	28	10	18	14	24
Silver	9	34	25	70	18	40	12	22	16	28
Tealeaf	-	-	-	-	-	-	-	-	-	-

## Oakley Suite

	Cabaret		Theatre		Classroom		U-Shape		Boardroom	
Event Space	(1m)	Max	(1m)	Max	(1m)	Max	(1m)	Max	(1m)	Max
Oakley 1	20	110	45	60	30	50	20	30	26	38
Oakley 2	8	50	16	24	12	22	10	18	14	23
Oakley 3	9	80	20	34	18	34	14	28	18	36
Oakley 4	6	40	15	22	9	22	8	18	12	22
Oakley 5	6	45	15	26	9	24	8	20	12	24
Oakley 6	6	50	15	24	9	22	10	18	14	24



## Location:

Wyboston Lakes Resort is located midway between Milton Keynes and Cambridge and offers easy access to both. M1, M11 and A1 are all within easy access.

## By Road:

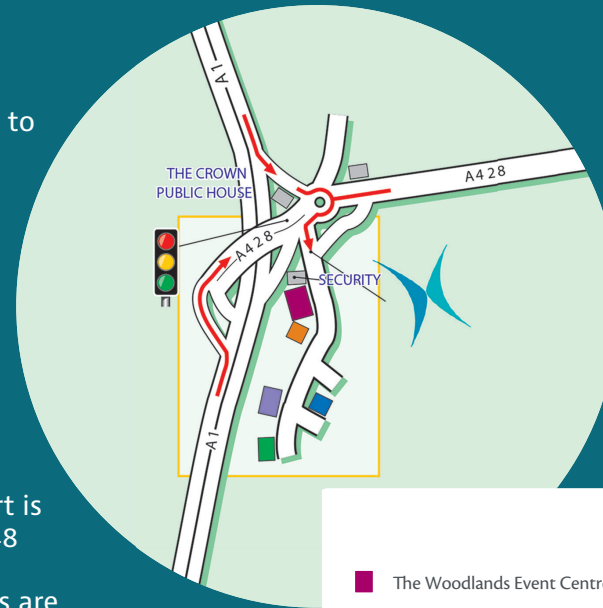
M1 Junction 13 is 15 minutes away using the A421.  
M11 Junction 14 is 20 minutes away using the A428.  
A1 offers a direct route to the M25.

## By Rail:

The nearest railway station to Wyboston Lakes Resort is St Neots, on the Great Northern Services which is a 48 minute train journey from London King's Cross and London St. Pancras. St Neots and Sandy train stations are both 10 minutes drive away.

## By Air:

Luton Airport and Stansted Airport are both only 45 minutes drive away. Heathrow Airport is approximately 90 minutes away.



- The Woodlands Event Centre
- Potton House
- Waterfront Hotel, Spa & Golf Waterfront Brasserie
- Knowledge Centre
- The Willows Training Centre

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