



We'd like to welcome you to The Woodlands Event Centre. The following information is to ensure the safety of all guests and team members and to help you get the most from your stay. We ask you to read and digest and ensure that when on-site and in our venues you are adhering to the guidelines laid out within. Our aim is to give you the best possible care and support while you are here, but should you need anything else please let us know.



Arrival:

On arrival, continue past the information point, and take the next turning on the right, into The Woodlands Event Centre car park. We have parking on-site for more than 200 cars, all free of charge.

Reception:

On entering The Woodlands Event Centre you have the option for group, self check-in or to speak to one of our receptionists. Social distancing measures have been in place with parties queuing 2m apart will be enforced with both wall and floor signage. Screen guards will be present at all reception areas. The team are on duty from 7am until 10 pm, but should you arrive later a night porter is on duty. Check-in is from 3pm and we ask you to check out by 11am on day of departure. Don't forget, we have a self service luggage store in reception for you, to make things easy.

Thermal Imaging

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.



Face Coverings:

We ask all visitors to the site to wear a facemask when inside the building and utilising public areas. The exception to this will be restaurants, bars and inside meeting rooms where 2m social distancing is being observed. Any guest that can't wear a face mask due to health reasons will be encouraged to wear a lanyard with the exception notification on. These will be available at reception.

Social Distancing:

Guests will be advised to practice social distancing by standing at least 1m away from others (from 4th July), 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.

Hand Wash Facilities:

Hand sanitiser stations will be placed at all guest entrances and all areas where guests are required to be present in any volume. These will include reception, restaurant, bars, coffee stations and there will be prompts to remind guests to sanitise their hands. We ask you to do so at all available opportunities.

Paddy & Scott's

Breakout areas are accessed over specific times assigned to each group, observing physical distancing and the clearly marked exit and entry points. Additional sanitiser gloves, and anti-bac wipes will be available for delegates use on touch point areas of the station.

The Olive Restaurant and The Food Market

During the social distancing periods we will be running the Food & Beverage slightly different to usual. Social distancing measures will be introduced, and protective screen guards will be placed on all bars. Tables and seating will be arranged accordingly, and capacities will be introduced to limit the number of people in any space. Where buffets are required, a one way system will be introduced. Food will be individually portioned to avoid the requirements for serving equipment wherever possible. 'Grab & Go' pre-packed options will also be available. For plated meals, including room service, guests will be encouraged to order using the online food ordering application, where this is not possible guests will need to order and pay at the bar. If you have any dietary requirements we have a range of dishes which may be of interest to you, but if you require any more information please speak to a member of the team.

Accommodation:

The Woodlands Event Centre has 120 bedrooms, stylishly furnished to provide a great home from home experience. All rooms have a flat screen TV, a well lit work area, free WiFi and queen sized or twin beds. To reduce contamination risk unnecessary items will be removed such as, scatter cushions, bed throws, dressing gowns and slippers, magazines and books. To reduce contact with guests and the risk of spreading the virus, bedrooms will no longer be serviced unless the length of stay exceeds 4 nights. Team members will not enter the bedroom while guests are in the room.



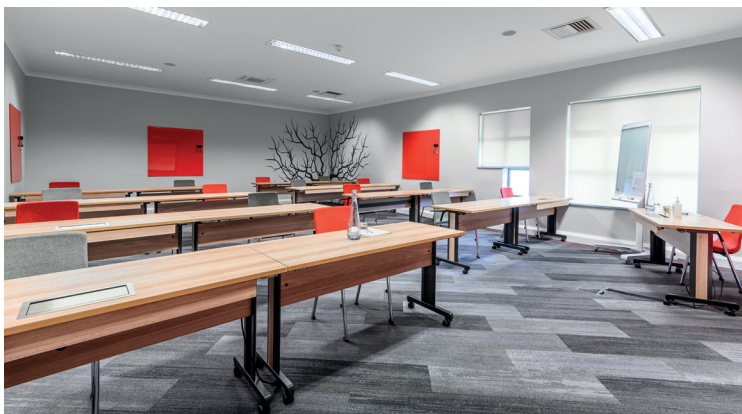
Meeting Rooms:

Please note the entry and exit points to your meeting space. Please remain in your delegated seats for the duration of your meeting. Please make use of cleaning kits and hand sanitisers located in the rooms. Please adhere to social distancing guidelines set out within your areas.



Cashless:

To reduce the risk associated with transferring the virus we will no longer be accepting cash on the resort. As such guests will be required to pay by debit or credit card for any goods or service.



Address:

The Willows Training Centre
Great North Road,
Wyboston,
Bedfordshire,
MK44 3AR

What3Words Address:
smothered.load.masterful.

By road from North or South:

Leave A1 at A428 junction (signposted Cambridge) just South of St Neots. From north, take third exit at the roundabout. From the south, take the fourth exit at the roundabout (back towards A1). Flags the entrance and The Willows Training Centre is easily identifiable by signs.

By road from East:

From Cambridge and M11, take A428 (signposted Bedford). Take first exit at roundabout just before junction with A1. Flags mark the entrance and The Willows Training Centre is easily identifiable by signs on-site.

By road from West:

From Bedford and M1 at Junction 13, take A421 (signposted Cambridge). Join A1 north and leave at A428 junction (signposted Cambridge). Take fourth exit at roundabout (back towards A1). Flags mark the entrance and The Willows Training Centre is easily identifiable by signs.

By Rail:

The nearest railway station is St. Neots. This is connected with London's Kings Cross by a frequent 45 minute service. The station is a 5-10 minute taxi journey from Wyboston Lakes Resort.

By Air:

Both Luton and Stansted airports are approximately 45 minutes drive away.

Mitigation Procedures:

- Hand sanitisation 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 times to reduce crossovers of groups
- Air flow with the use of air handling units/AC and open windows.



WYBOSTON LAKES
TRAINING AND EVENTS

Call: 0333 7007 667

Email: Sales@wybostonlakes.co.uk

Web: www.wybostonlakes.co.uk

