

We'd like to welcome you to The Willows Training Centre. The following information is to ensure the safety of all guests and team member 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 please let us know.



On Arrival:

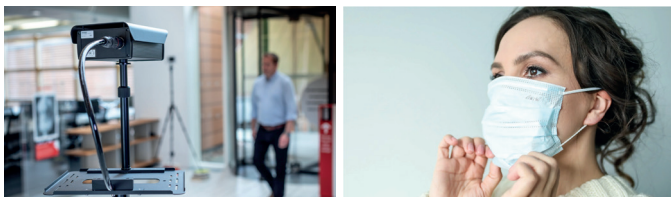
Proceed past the information point and The Woodlands Event Centre and continue along the road with the driving range on your right. At the T-junction turn left, then take the first right into The Willows Training Centre. We ask you to park where possible in alternate spaces.

Reception:

On entering you will have the option for Group, Self-Check-In or to speak to one of our receptionists. Social distancing measures will be introduced and a queuing system will be in place with parties queuing 2m apart from each other, this will be enforced with both wall and floor signage. Screen guards will be present at all reception areas, hand sanitiser is available in reception and we ask other times a night porter is on duty. Check-in is from 3.00pm and we ask that you check out by 11.00am on the day of departure. A secure luggage store is available at reception.

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 Cricket Kitchen:

During the Social Distancing period we will be running our food service slightly differently. Social distancing measures are in place and protective screen guards are in place. 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 utensils. Grab & Go pre-packed options may be available also. Enjoy varied, seasonal menus filled with good food and local produce. If you have any special dietary requirements that have not previously been communicated to your organizer, please speak to our chef who will be happy to advise you.

Breakfast: 7am - 9am
Lunch: 12noon - 2pm
Dinner: 7pm - 9pm

The Cricket Lounge and Bar is open from 5pm until midnight providing a great space to relax and socialise.

Accommodation:

The Willows Training Centre has 150 en-suite bedrooms. All have well lit workstations, flat screen TV, free WiFi, laptop safe and tea and coffee making facilities. To reduce contamination risk non-essential items have been removed such as, scatter cushions, bed throws, magazines and books. To reduce contact with guests and the risk of spreading the virus bedrooms will be no longer serviced unless the length of stay exceeds 4 nights. Team members will not enter the bedroom while guests are in the room.

Wyboston Lakes Resort is committed to reducing our carbon emissions and we have set ourselves an ambitious target to reduce our carbon footprint by 50% by 2025. Help us hit this target by ensuring lights and televisions are switched off when you're not in the room.



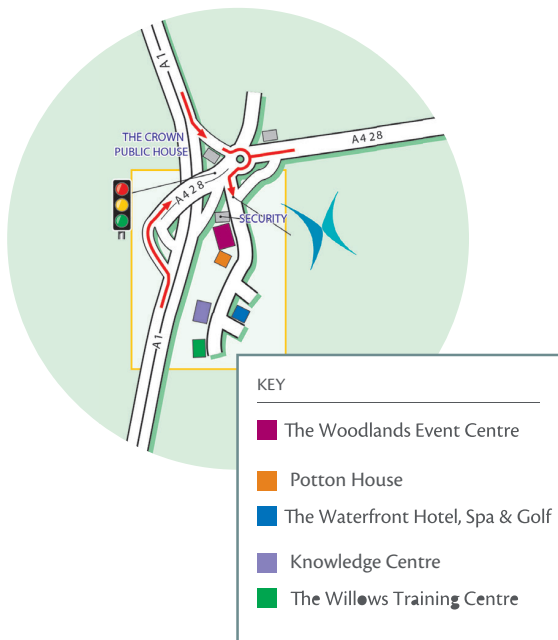
Meeting Rooms:

Please note the entry and exit points to your meeting space. Please remain in your delegate seat throughout the duration of your meeting. Please make use of cleaning kits and hand sanitisers located in your meeting rooms. Please adhere to the guidelines set out within your area.

We've Gone 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.





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

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 Londons 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.



WYBOSTON LAKES
TRAINING AND EVENTS

Call: 0333 7007 667

Email: Sales@wybostonlakes.co.uk

Web: www.wybostonlakes.co.uk

