



BMA House COVID-19 – secure procedures 2021



BMA House & COVID-19

The Coronavirus pandemic has been a long journey for us all

As restrictions ease and the virtual world, as we have known it, starts to return to a 'new normal', BMA House is preparing to open its doors to events once again.

BMA House has been accredited by Visit Britain and the MIA as a COVID-19 secure venue.



Protecting your delegates against COVID-19

We are following government guidelines closely, and working hard to ensure procedures are put into place to allow a safe re-opening when the government allows us to do so.

Over the last year we have been working tirelessly to adapt to a new normal, creating hybrid and virtual packages, investing in correct PPE, adapting our capacities and flow throughout the building in order to protect our clients, their delegates and our staff. We want to reassure you at BMA House, we are here to protect, support and ensure your event is a success despite the new challenges that we face.

We have therefore created this guide to show you just how we plan to do that. Please note that as the situation continues to evolve we will be driven by the UK government data.



Pre-event procedures

The initial sales process

Site visits

- We have a fantastic 3D tour available that will allow us to do a virtual site visit
- If you do wish to come to the building then site visits are limited to 2 clients and 1 planner
- Masks will be compulsory for both the planner and client unless medically exempt
- Specific toilets and hand sanitising stations will be available
- Cleaning will take place before and after site visits
- Lifts are available for anyone with access requirements and can accommodate one person and/or carer
- All persons entering BMA House will be required to use the hand sanitising stations on arrival
- All delegates will be required to check-in by scanning the official NHS QR code poster with the NHS-COVID-19 contact tracing app, and all delegate names provided in advance



Pre-event procedures

The initial sales process

Venue flexibility

- We have two stunning outside spaces for hire – the Courtyard and the Garden
- We offer virtual and hybrid packages to reduce the number of delegates in the building
- We will offer an amended COVID-19 friendly catering offering
- We have video conferencing available in a number of rooms
- We have 22 event spaces ranging in all sizes so we can spread events across a number of areas, or upgrade clients to larger rooms
- We have lapel microphones to avoid the sharing of handheld microphones



Pre-event procedures

The contracting and sales journey

Terms and conditions

- We have amended terms and conditions with clauses that enable flexibility around COVID-19. This includes compliance between both the venue and clients in light of the COVID-19 crisis
- We may need to impose maximum limits on guests numbers
- We may need to impose restrictions around food and the use of PPE
- If the event cannot take place due to COVID-19 we will look to reschedule your event in the first instance and if required we can look at cancelling and returning deposits
- If we cannot accommodate your event numbers we may need to offer a scaled back version of your event.



Pre-event procedures

The contracting and sales journey

Our people

- The team are taking a flexible approach with bookings and will happily help you
- We have new terms and conditions to protect our clients and ourselves from a further threat
- If you don't feel comfortable coming into BMA House for a site visit, we can do it virtually!
- In some instances we can upgrade you to larger rooms if required
- We have used our time wisely to undertake lots of training on how we can best support our clients in our and post-COVID



Pre-event procedures

The planning journey

Risk assessments

- We do require all clients to undertake specific risk assessments for every event
- BMA House can provide all clients with a copy of our COVID-19 risk assessment
- We will work with clients to communicate and identify any risk and work together to reduce risks
- Clients must provide delegate lists in advance for health and safety and security reasons

Additional breakout rooms for conferences

- If you require breakout rooms, we will allocate the closest rooms possible with ventilation
- We will apply social distancing rules to breakout rooms as well
- We can look at video conferencing between meeting rooms to minimise movement around the venue



Entry to BMA House

The measures we have in place to protect you and your delegates

- Delegates refusing to undertake a temperature check will be refused entry
- All persons entering BMA House will be required to use the hand sanitising stations on arrival
- Temperature checks will be taken on arrival and temperature guns will be provided to clients to check delegates temperatures
- Any delegates who report a high temperature will be checked again, if this happens twice will be refused entry
- All delegates will be required to check-in by scanning the official NHS QR code poster with the NHS-COVID-19 contact tracing app, and all delegate names provided in advance
- Delegates will need to ensure they keep their masks on at all times unless medically exempt
- For larger events where a number of guests are arriving, social distanced queuing will need to be adhered to
- Delegates should keep their coats with them at all times



Arriving at BMA House

The measures we have in place to protect you and your delegates

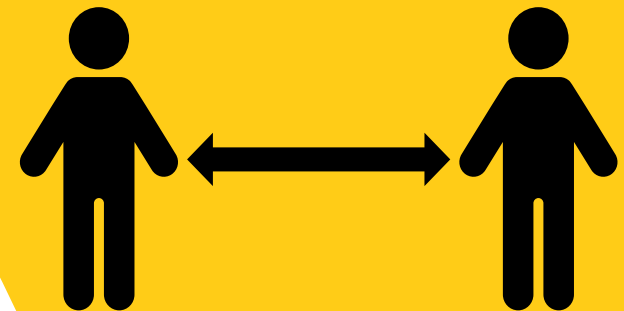
- Social distance signage markings
- Hand sanitising stations throughout the venue
- Protective screens in all public facing areas such as security, reception and the café
- New room capacities calculated with 1-2 metre social distancing in place
- Continuous deep cleaning and sanitation of the venue especially in high touch point areas
- Longer times provided between events to allow for deep cleaning
- Our staff will use correct PPE when setting up for events including those setting up AV equipment
- Masks available on site
- Wipes available for equipment and bins for safe disposal



Arriving at BMA House

The measures we have in place to protect you and your delegates

- COVID-19 approved air ventilation systems and windows throughout
- Our Event Planners will run through all COVID-19 related procedures with the client on arrival
- Manage the flow of people in the meet and greet areas
- Encourage the use of stairs over lifts
- We are honouring several of our 2020 package prices for 2021
- We have a number of virtual and hybrid packages that we have launched including the fully virtual EventsAIR platform available
- We work with third party suppliers such as Glisser and Slido to offer your delegates who are unable to attend
- Delegates are encouraged to bring their own stationary for safety and sustainability reasons



Arriving at BMA House

The measures we have in place during refreshment breaks

- We can offer bento boxes and sandwich lunch packages
- We are working alongside our caterers to ensure our packages are the safest offering for delegates
- We are offering meeting room hire with catering charged separately
- Social distancing will be in place in networking areas with clear markings
- Masks can be removed when eating and drinking
- Each delegate will be provided with their own glass water bottles



Arriving at BMA House

The measures we have in place during refreshment breaks

- Multiple refreshment points will be available for larger events and will be served by staff
- Perspex screening will be available at catering stations
- As a sustainable venue, we will be providing you with recyclable products
- Delegates will be required to keep their own cutlery, cups etc and not share
- Delegates will not be allowed to bring any external catering into the building
- No cash can be taken – card only at any pay points
- Queuing systems will be in place and staff will serve catering and will be wearing masks, gloves and aprons



Arriving at BMA House

What should clients do?

- Adhere to current social distancing rules and national restrictions in place
- Use the allocated entrance to the building
- Should ensure they are correctly signing in and out of the building
- Provide a full briefing to clients before the event starts on the procedures to be followed
- Look at staggered arrival times and try to avoid delegates arriving at rush hour
- Try to avoid providing delegate packs that can be a high risk source of contamination
- If any delegates experience symptoms 14 days after events then all delegates that attended the event must be contacted
- Provide all delegates with a copy of the venues policy on COVID-19
- Try to avoid the use of lifts and take stairs
- Clients will have contact points to contact their Planner or our 24 hour security team if needed



Arriving at BMA House

What should suppliers do?

- Adhere to current social distancing rules and national restrictions in place
- Use the allocated entrance to the building
- Should ensure to wear relevant PPE when setting up
- Must provide proof that all equipment has been disinfected
- Provide risk assessments for all equipment coming in and to have ensure all staff coming into the building are adhering to Government guidelines
- Must provide Planners and clients with their COVID-19 policies before being approved into the building
- Supplier will have contact points to contact their Planner or our 24 hour security team if needed
- Must ensure they are signing in and out of the building



If there is a COVID-19 outbreak what will happen?

- A permanent closed isolation area will be available should anyone from an event start to feel unwell
- Staff who worked on these events will be required to self isolate for 10 days
- If there is an outbreak in a specific meeting room this will be shut down and secured for 72 hours
- All areas of the building will be re-cleaned to the highest standard following specific and approved cleaning procedures
- Please note we have a trained team of First-Aiders and Mental Health First-Aiders on site
- Planners and Event Organisers to communicate any outbreaks with one another



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Hospitality with heritage

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