

Meetings at The Carlton

Whilst we have a general risk of coronavirus (Covid-19) in the community we have updated our [terms and conditions](#). Further, please have a read of the following guidance which we expect all our guests to follow.

Before you arrive, we expect that if you have symptoms of Covid you won't come into the hotel. The main symptoms of coronavirus (COVID-19) are:

- a high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Follow Government guidance and dial 111 if this is the case.

You need to wear a **face covering** (unless exempted) when entering the hotel and moving around outside your designated meeting or catering spaces.

Follow and adhere to **social distancing** guidance, currently 2 metres gap.

On arrival please ensure you use the **sanitiser** on entering the hotel. There are sanitise stations, wall mounted around the building. Please use these or wash your hands frequently for at least 20 seconds.

Toilets are located off our ground floor lobby. Be mindful of other hotel guests. Please use each toilet space individually one at a time.

Please wear your face covering prior to entering the building and at all times in public areas.

When you arrive at the hotel ensure that you use the sanitiser on your hands immediately in the lobby area.

We have introduced a one way flow through our ground floor areas. To enter the hotel please use the main doors HOTEL. To leave the hotel please exit through our CLUB doors.

Guest etiquette

Please bring your own face covering as you'll need to wear this when using public areas including reception, corridors, stairs and anywhere other than food and drink seating. We can provide you a mask if you haven't your own covering, but it's chargeable.

If you cough or sneeze, cover your face, using your inside elbow or disposable tissue. Dispose of the tissue immediately.

Catering

Depending on the size of your meeting or event, we may offer you a coffee or tea on arrival. This helps us regulate the footfall into your event.

Lunch will typically be pre-ordered and individually plated or served as a deli / picnic box. You may have to collect this from a set down point or we may serve this to you. This depends on the size of your group.

We will usually serve lunch and subsequent beverage breaks outside of your meeting event room. Details will be advised to you.

Still or sparkling water will be served in an individual 500ml bottle. If you require more please communicate through the meeting host.

Your meeting and event space – for delegates

Your room will be set out adhering to guidance or legislation rules.

Please keep a safe distance from other delegates within the meeting space and whilst entering or leaving the hotel and your group room.

You may be given a delegate pack. This is yours to use and take away. Anything left behind will be destroyed.

There are windows in your room which we will leave open to assist in ventilation. We encourage you to leave doors open where possible and practical.

Disinfection and cleaning

We clean the room prior to arrival and we will also clean overnight. We use high grade disinfectant applied by hand spray and also a fogging machine.

We won't enter your meeting space if delegates are present.

Cleaning and disinfection will be made to

- Tables & chairs
- Equipment including cables
- Carpet, wall coverings, curtains

Once disinfected the room will be sealed.

Track and trace

We will need contact names and contact numbers for all attendees including, host and all delegates. We retain this information in paper format for 21 days to assist NHS test and trace.