

# ***The Wedding Experience & The Kent Event Centre, Detling Working together to protect us all***

***We are delighted to bring you The Wedding Experience in 2021. Having led the way in providing a safe environment for attendees at this venue in August and October 2020, we are well prepared with a variety of covid-secure measures. Check out our facebook page to see images from these events [www.facebook.com/theweddingexperience](http://www.facebook.com/theweddingexperience)***

***We will keep visitors distanced with the very spacious aisles, one-way systems and enhanced hygiene cleaning regimes and sanitising facilities. The events are extended to two days to dilute footfall over more time and shortly before each event we will ask registered couples to choose a preferred arrival time in order to keep within the recommended capacity for the venue.***

***We are confident that you will enjoy a safe, secure and enjoyable visit to The Wedding Experience and we are delighted that we can present you with a unique and valuable opportunity to meet with quality suppliers as you resume your wedding planning.***

***These are the procedures we have put in place for your safety and comfort:***

**Face coverings:** Visitors must wear a face mask or suitable face covering at all times. This will be strictly enforced and those not complying will be ejected. Face masks will be available for purchase on arrival. Temperature checks will be made on arrival. Anyone with other symptoms related to COVID-19 must refrain from visiting. **Exemptions:** Should you have a valid reason for not being able to wear a mask you will be required to wear an exemption lanyard.

**Visitor pre-booking:** To minimise queuing and contact on entry, visitors need to register their interest by pre-registering, and nearer the time will be contacted to choose an arrival time; this enables us to restrict the capacity within the venue to safe numbers. Staff will click people in and out of the arena so we know how many are inside at any one time. Those who have not pre-booked will be required to wait until capacity allows. Those arriving earlier than their allotted time may need to wait until the appointed time; those arriving late may need to join a socially distanced queue for non-ticket holders. There is no limit to the time you can stay at the event as booking capacity allows for this. Tickets will be emailed in barcode format for scanning on arrival.

**Social distancing:** This will be managed in line with government advice during set-up, the open times of the event and breakdown. A one-way system will be operational throughout the venue to help everyone keep a safe distance. Limited numbers on-site and staggered entry facilitates this aspect. Reduced numbers will be using arena toilets as these are reserved for supplier use only. Additional toilets outside will be available for visitor use, with socially distanced queuing in place.

**Arrival & registration:** An experienced team of car park marshalls will manage arrivals safely, taking into account the latest government guidance.

**Meeting suppliers:** Each supplier stand will have a zone marked in tape in front of their space. Only one couple/family are permitted to occupy this space at any one time. We ask that you wait in the aisle and only approach the zone when it has been vacated. There is no limit to the time spent with each supplier.

**Touch free:** Please refrain from touching fabrics and any displays that the supplier would be unable to immediately clean with anti-bac or suitable cleaning solution.

**Venue facilities & Catering:** Signage displaying key messages, in line with the latest government advice, will be in place throughout the venue. A catering unit serving refreshments and snacks will be available with suitable queuing systems in place, with adequately spaced seating to ensure social distancing. All transactions will be cashless.

**Cleaning standards:** The venue is deep cleaned prior to our use and during the event Wedding Experience staff will keep café seating sanitised. The Kent Event Centre team will sanitise toilet areas hourly.

**Supplier stand hygiene:** All retailers and our own staff have been provided with concise details on keeping their own space sanitised frequently, adhering to latest Government advice.

**Personal hygiene:** Hand sanitisers will be provided throughout the public areas of the venue. There is an expectation that all organisers and supplier will provide their own sanitiser for their stands. Reminders to regularly wash hands will be in place throughout the venue.

**Additional attractions & facilities:** On this occasion we are not able to present a fashion and stage show, or live entertainment, nor can we provide creche facilities as the space needs to be repurposed for Covid measures.

**Risk assessment:** This key document has been written in partnership between The Kent Event Centre & The Wedding Experience to determine the measures that need to be put in place for the event. This includes planning, set-up, queue management, venue access, and use of technology to minimise touch points. Floorplans ensure adequate aisle and stand space for social distancing based on the latest government guidance.

**Supporting Testing & Tracing (Track & Trace):** As a ticketed event with registration facilities in place, our audience is 'known' to us meaning that contact tracing is usually possible if needed.