

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

***We are delighted to bring you The Wedding Experience on Saturday 17<sup>th</sup> & Sunday 18<sup>th</sup> October.***

***Having led the way in providing a safe environment for attendees at this venue in August, we are well prepared with a variety of covid-secure measures. Check out our facebook page to see images from the August event [www.facebook.com/theweddingexperience](http://www.facebook.com/theweddingexperience)***

***We will keep visitors distanced with the more spacious aisles, one-way systems and enhanced hygiene cleaning regimes and sanitising facilities. The event has been extended to two days to dilute footfall over more time and ahead of the 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 day at 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. Anyone with a high temperature or 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 a lanyard showing your exemption.

**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 the 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 exhibitor 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 exhibitors:** Each exhibitor 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 exhibitor.

**Touch free:** Please refrain from touching fabrics and any displays that the exhibitors 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. We will provide medical support onsite in the event of someone feeling unwell. A catering unit serving refreshments and snacks will be available with suitable queuing systems in place, with public seating located outside, adequately spaced to ensure social distancing. All transactions for food and beverage will be cashless.

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

**Personal hygiene:** Hand sanitisers will be provided throughout the public areas of the venue. There is an expectation that all organisers and exhibitors 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, nor can we provide an indoor food court or 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 will include planning, set-up, queue management, venue access, and use of technology to minimise touch points. Floorplans will ensure adequate aisle and stand space for social distancing based on the 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.

## FAQs

### MASKS/VISORS

- All attendees must wear a face masks, face covering or face shield at all times and this will be strictly enforced by our out team and by the venue's team. Face masks will be available for purchase on entry if required.

### SYMPTOMATIC

- If you have a cough, high temperature or other covid symptoms, you must not attend. Similarly, you should not attend if you have had any of these symptoms or have been in contact with someone with symptoms within the previous 14 days.

### SOCIAL DISTANCING MEASURES

- Each exhibitor stand will have a zoned area marked out in tape for one couple/family to meet with suppliers – visitors must wait in the aisle and can only approach this zone when it has been vacated. Exhibitors will remain behind their display table to create a comfortable barrier for distancing during your consultation.
- We will not stage a fashion show, nor will there be a catering point with food court in the arena, as we have done in the past. This opens up a vast area to enable larger exhibition spaces with increased space between and much more spacious aisles. There will however be limited catering with snacks and refreshments which can be enjoyed outside at socially distanced seating.
- A one-way system throughout will allow a smooth flow of people.
- The extension of this event across two days will have a significant effect of diluting visitors across more time.

### SANITISING PROCEDURES

- Visitors will be given a dose of sanitiser on arrival and many exhibitors will have sanitiser on their tables to allow visitors for the use of ipad or viewing albums. We recommend you also bring your own for continued sanitisation throughout your visit, ahead of speaking with different exhibitors.
- Exhibitors will use anti-bac wipes for cleaning ipads and albums after each use by clients. Also for wiping props if touched by visitors (although this practice is being discouraged).

### COMMUNICATING COVID PROCEDURES TO VISITORS

- When you have booked your place at this event we will provide full details and information by email and this will be followed by a reminder immediately prior when we can provide any updates that may be required.
- Signage at the entry point will convey procedures and this will be verbally clarified by our team at registration.