



**EXPERIENCE THE  
POSSIBILITIES  
FOR SAFE EVENTS**

Our 'Experience the Possibilities' policies have been developed with you in mind, to ensure that all of our guests, and all of your delegates, feel safe, secure and inspired.



**RICHMOND HILL**  
HOTEL





We have always focused on designing and delivering personalised meetings and successful events that delight and entertain, and now our focus is no different. Whilst we have needed to think a little differently, our talented team have listened to you, and utilised our vast history of experience to creatively adapt, so that you are able to experience a range of possibilities that are still awaiting you at Richmond Hill Hotel.

*The team at Richmond Hill x*

## WE HOPE TO SEE YOU SOON

Our experience, accreditations and service levels give confidence to the thousands of delegates we welcome and inspire each year, and it is with that support that we will move forward and continue to deliver the exceptional experiences you expect.







An assurance of excellence in  
business meetings and events  
Service. Safety. Health. Responsibility.

We are pleased to have been awarded the MIA's **AIM Secure Accreditation**. This endorsement recognises that we are dedicated to delivering a first-class service in excellent facilities, with a total commitment to upholding legal compliance and health and hygiene protocols, providing the very best environment for both our guests and our staff.





# OUR KEY CONSIDERATIONS FOR SAFE EVENTS...



## HEALTH AND WELLNESS

We understand that your experience might feel a bit different in future, but one of our most important priorities has remained the same. Every intention we have is still, and always will be, to ensure the comfort, confidence and happiness of our own team, which inspires the comfort, confidence and happiness of yours. Together, we can create a safe, productive and inspiring environment for everyone.



## TRUST AND COLLABORATION

We partner with you to truly understand what will make a memorable experience for you and your delegates. You'll find the MIA COVID-19 clause in all of our contracts, alongside our transparent pricing and terms, as well as negotiable rates of attrition to help give you the security and peace of mind you deserve when committing to a booking with us. This illustrates the two-way trust that our team build. That, alongside our in-house accounting team, and our rolling training programmes, ensure that we are equipped and empowered to act swiftly.



## SAFE AND CLEAN

Our cleaning schedules have been reviewed and enhancements made to our already incredible standards. We use Tersano equipment which is a Certified Safe, chemical-free, sustainable sanitiser, and our team have undertaken enhanced training. Our team complete a health survey every morning before beginning work, and everyone who enters the hotel has their temperature checked on arrival.





### **A BREATH OF FRESH AIR**

Easy to reach by plane, train, automobile, bicycle and foot. Richmond Hill Hotel is located next to London's largest area of greenery, Richmond's Royal park. Just a stones throw away you'll find the river Thames giving visitors access to many walking and cycling routes. With fantastic views across Surrey, you couldn't be better situated atop Richmond Hill. Minutes in either direction you'll find a whole host of open natural spaces and outdoor pursuits.



### **CREATIVE SOLUTIONS**

In every space, and every set up, we have re-thought the opportunities that are available; and designed creative and flexible solutions to suit a multitude of objectives. We are only a phone call away and, by speaking to our talented team directly, you are sure to receive a personalised solution to match your requirements and exceed your expectations.



### **ADAPTABLE AND FLEXIBLE**

To ensure you achieve success in the safest, but most natural possible way, we have worked creatively to ensure a range of experiences are possible for your next event with us. With our two-hour average response time for all enquiries and our virtual show round experiences, you will receive the same care and attention as you always have.



### **PLANNING YOUR EVENT**

By working with our solution orientated and experienced on-site meetings and events team, you'll enjoy quick responses and prompt payments. We commit to understanding your individual requirements and use our expertise to explore the possibilities. Together, we can ensure that you achieve a successful event in the safest, but least intrusive way.



### **GOING WITH THE FLOW**

We have implemented additional signage and safety screens. These additions are to help protect us all. If required, distance markers will be laid out to indicate spacing requirements. We ask that you help us to help you by 'going with the flow', with our guidance, you will be free to enjoy your experience.



### **EXCLUSIVE USE**

Whether it's exclusive use of your own meeting spaces, which are thoroughly cleaned before your arrival; dedicated timings for use of public areas and facilities; or even complete exclusivity of the whole property. We are here to plan alongside you to ensure that you and your delegates are given a dedicated and personalised, safe and secure service.

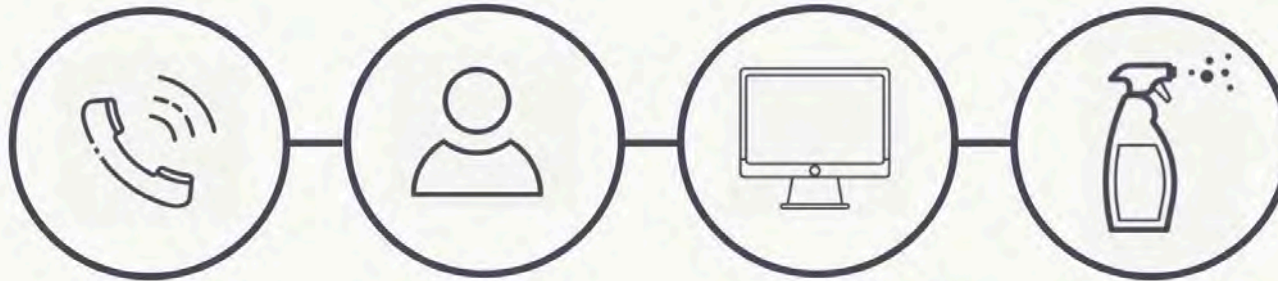


## TECHNOLOGY

We have invested in an upgrade to the fastest commercially available bandwidth capability and internet speed (1GB), with thousands of devices supported over the whole site and a minimum speed for each device guaranteed. Unique, high performance, password protected and branded conference networks are available, along with dedicated cabled internet connections, split-site live streaming, video conferencing facilities, augmented and virtual reality experiences, and more...



# YOUR NEW JOURNEY



## PRE-ARRIVAL

Your dedicated event coordinator will be your main point of contact from booking to arrival, and will take you through your personalised delegate journey. Before you arrive, you will be assured that your spaces have been through a thorough cleaning regime, which also includes tables, chairs, side boards, service areas and equipment.

## ARRIVING ON SITE

With great public transport, parking and cycle access, arriving at Richmond Hill Hotel can be a breeze. When you arrive, our Duty Manager will greet you at reception and show you to your secure meeting room. You'll notice additional signage, plus some safety screens.

## CHECK IN & CHECK OUT

To ensure your event runs smoothly, with minimal impact throughout, alongside our usual briefing we'll also take you through our health and safety plan. This will explain the additional measures we are taking to ensure your peace of mind. Arrival and departure routes will be given to you, and we have a new contactless check out option where we will no longer require physical signatures.

## CLEANLINESS

You'll notice that we've minimised our touch points, and have implemented sanitisation of all our remaining touch points every 15 minutes - including door handles and lift buttons. Room attendants now have double the time to carry out detailed cleaning, and bathroom attendants are also in place to monitor our facilities. Sanitisers and paper towels are readily available in each meeting room and at various stations within the hotel and we encourage regular usage of them.

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## INDIVIDUAL REQUIREMENTS

The option of exclusive use offers even more flexibility, and our bespoke conference and banqueting packages give you yet more choice. Just contact us for more information about personalising your event.





## OUR TEAM

Your event manager is contactable anytime. Any other key contacts will be introduced to you for your comfort throughout. All of our team members have received a return to work induction and department specific training. You will also notice increased visibility of our cleaning teams, who are readily equipped with PPE wherever required. Shifts are split adhering to distancing guidelines and cleaning regimes have been increased in our back of house areas.



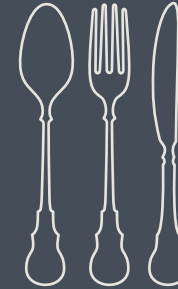
## IN ROOM SET UP

Set ups allow for additional space for safe distancing. Mugs and glasses will be set on a side station inside the meeting room along with sparkling water. If required, distance markers will be laid out to indicate any one-way aisles and spacing requirements.



## YOUR MEETING EXPERIENCE

Our team are just a message away. Seating plans will be recommended for the duration of the event and for breakout group set ups. You'll find a flexible and adaptable meeting place, which follows our newly designed physically spaced seating plans. Break times are staggered and agreed prior to your event to ease congestion in frequently used areas. Between meetings, all used items are disposed of, and any unused items remain unused for at least seven days.



## FOOD AND DRINK

Our offering mirrors seasonally available and locally sourced produce. You'll see that everything is individually packaged using sustainable wrapping and there are no shared utensils. Our single use utensils are recyclable, and all cutlery is fully wrapped and ready to use after being cleaned, polished and sanitised. Bespoke options are available to suit your group, ranging from refreshment stations and dedicated set up locations, to closed containers and regularly replenished single use items.



## CONTACT US

Our 'Experience the Possibilities' and safer events policies are available to help us to help you feel confident to return to meeting in person. We remain committed to partnering with you to create memorable and impactful experiences, safely. We are only a phone call away, and would be delighted to discuss any questions or plans you may have.

Call **+44 (0) 208 940 2247** to find out more.

[WWW.RICHMONDHILL-HOTEL.CO.UK](http://WWW.RICHMONDHILL-HOTEL.CO.UK)