



ROYAL  
MUSEUMS  
GREENWICH

[rmg.co.uk/venuehire](http://rmg.co.uk/venuehire)

**Hosting safe events**  
at Royal Museums Greenwich



As we return to hosting live events, we want to assure you that your comfort and safety are our primary concern. The national lockdown to stop the spread of the coronavirus gave us the chance to completely review our event processes. Working with colleagues across the museums, we have produced event plans and risk assessments to relaunch in our new reality. Our collaborative efforts earned us Visit England's *We're Good To Go* designation, and put us on the forward foot as we get back to business hosting your events.

We are excited to be back doing what we love. We are not taking any risks, and we are focused on keeping you and your guests safe. We can't wait to welcome you back to Royal Museums Greenwich.



## Our venues

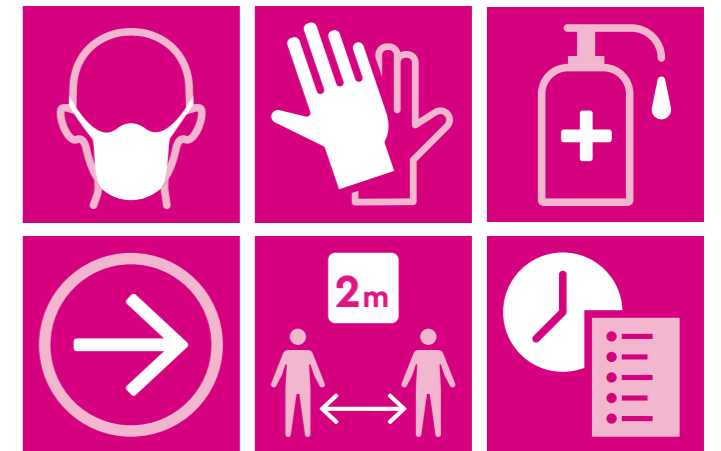
Along with the deep cleaning and general beautification of our sites recently, guidance has been developed and introduced across our Museums including:

- Hand sanitiser/hygiene stations throughout the venues
- PPE provision for RMG staff where appropriate/necessary; designated PPE disposal containers



Here is an overview of the COVID-19 safe guidance we recommending to safely welcome you back:

- Data collection for NHS track and trace of all Royal Museums Greenwich staff, visitors, suppliers, show-round attendees and events attendees
- Increased cleaning regimes including regular cleaning in line with COVID-19 prevention recommendations
- Clearly signposted one-way systems, physical distancing signs and hygiene station locations
- Staggered arrival and departure times







## The Events team

Like many teams, we have been working remotely since March 2020. We are now happy to be back on site more often now. Here is how we are keeping safe while working hard:

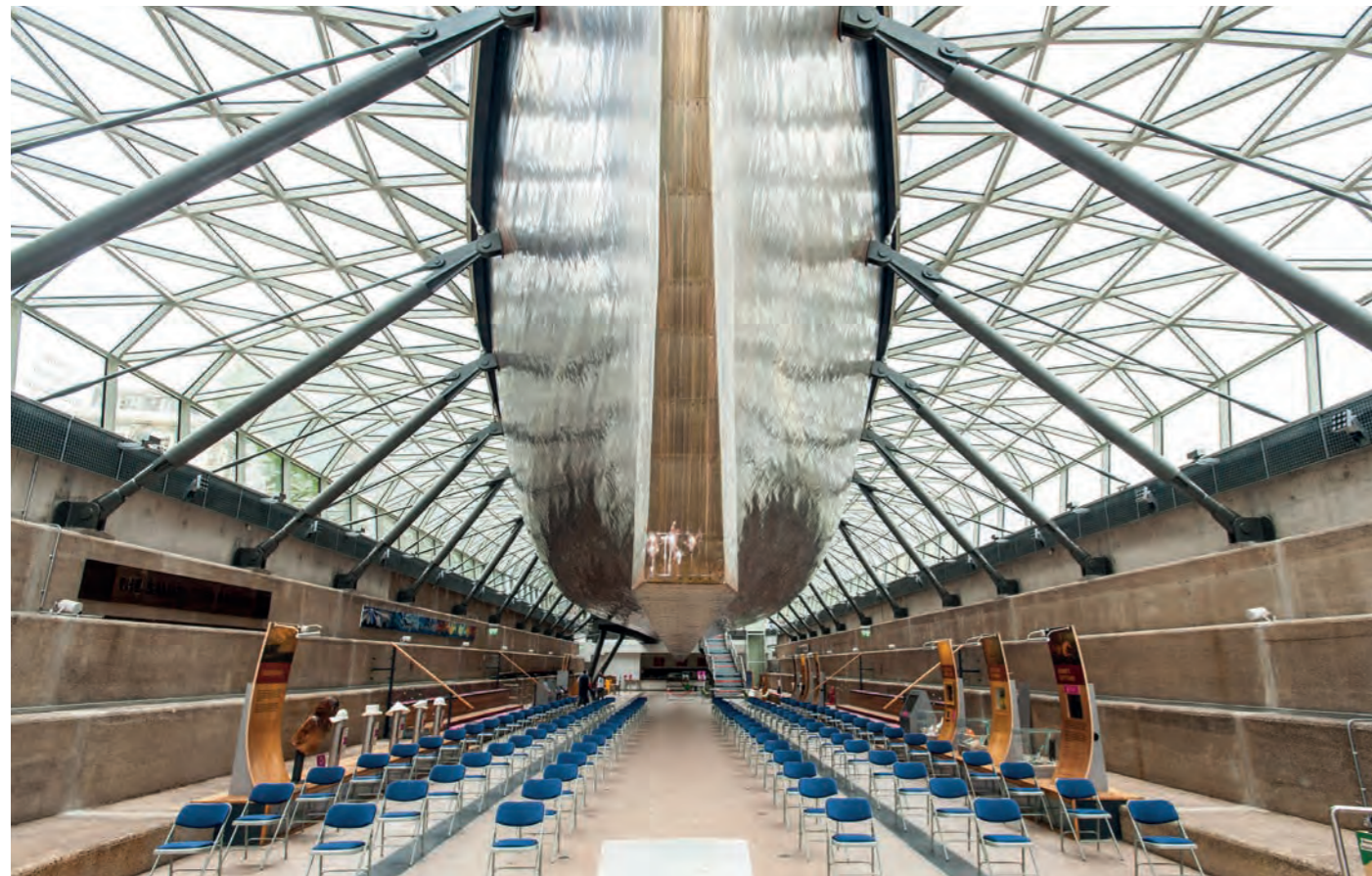
- Whether meeting on site to see the Queen's House with Charlotte about your event, or having a filming recce with Sophie, we are masked up indoors, guiding you through our new COVID-19 safe routes in line with current government advice
- Revising our event delivery options: Jenny, Nick and Sam have devised plans to deliver COVID-19 safe events from all live events, from small meetings to gala dinners
- Practising good hand hygiene: we're taking advantage of all the hygienic mod-cons including automatic hand sanitiser dispensers across the venues, and of course, lathering up with soap and water compulsively.
- We are constantly keeping up-to-date on and following government health advice
- Whether working remotely or on site, we coordinate as a team, ensuring someone is there to answer your call, reply to your email, or jump on a Zoom call



## Event enquiries

We are following the news closely as government regulations adapt to the pandemic. Current updates to help answer your event-related COVID-19 questions include:

- The latest professional guidance on events in the UK; we can tell you what is possible, and when to expect updates
- Venue capacities for all event types across all of our event spaces. Whether at 2m, 1m, or 1m+ social distance, we can tell you exactly how many guests you can invite
- Floor plans demonstrating new capacities to help you visualise a new physically distant set-up
- Virtual tours to facilitate viewing the venue whilst working from home or out of hours
- Video calls to discuss your requirements with experienced suppliers to provide a better understanding of what your event could be like



## Show rounds

We are thrilled to be able to invite you back to our venues in person with the following guidance:

- Show rounds must be pre-booked and only those necessary to the visit should attend
- One-way routes will be followed where possible
- Digital images will be sent in advance to view on your own device rather than sharing an iPad
- We welcome an elbow bump, foot tap, bow, or similar, but are not shaking hands
- Face coverings are currently recommended inside our Museums: we ask all attendees that are able to do so to please bring and wear a mask





## Booking events

We have made changes to our booking process so that securing your event in a changing situation is possible:

- Bespoke event quotes based on new capacity and / or hybrid event options
- Flexible postponement options relative to current government regulations surrounding events
- Revised booking contracts for private and corporate events
- Updated cancellation and force majeure clauses
- Short-form COVID-19 specific addenda to facilitate changing dates
- Our reassuring, dedicated and flexible response to clients having to postpone events during the pandemic so far has led to Host Venue Consultancy recognising us as an 'Extra Mile Venue'

## Planning events

With the guidance changing frequently, it is difficult to plan with absolute certainty. Here are some of the ways we are embracing change and safely planning ahead:

- Flexible planning to accommodate changing regulations surrounding events
- Conference calls with you and your suppliers, keeping us in all in the loop as event plans progress
- Vendors are working to new COVID-19 specific risk assessments assuring the safety of their teams and clients off-site and during the delivery of events in our venues





# Suppliers

We are working closely with our approved suppliers to provide you with the same wonderful experience during this time as ever. They are eager to get back to creating your event. Here are some of the ways they are working to keep you safe:

- All deliveries will be pre-booked in advance with staggered arrival times and clear access routes
- Back of house services will be managed physically distantly, with cleaning protocols and COVID-19 safety practices in place across all elements
- Our catering suppliers have prepared special packages for smaller numbers and will provide clear detail on their service to reassure you of all aspects of your event
- Our production companies can provide audio-visual packages to facilitate physically distant events spread across larger areas.
- Production companies can also provide for hybrid events, ensuring your event reaches as many people as it can both physically and virtually
- Staff on events will be wellness checked to ensure your event can operate safely at all times



# Live events

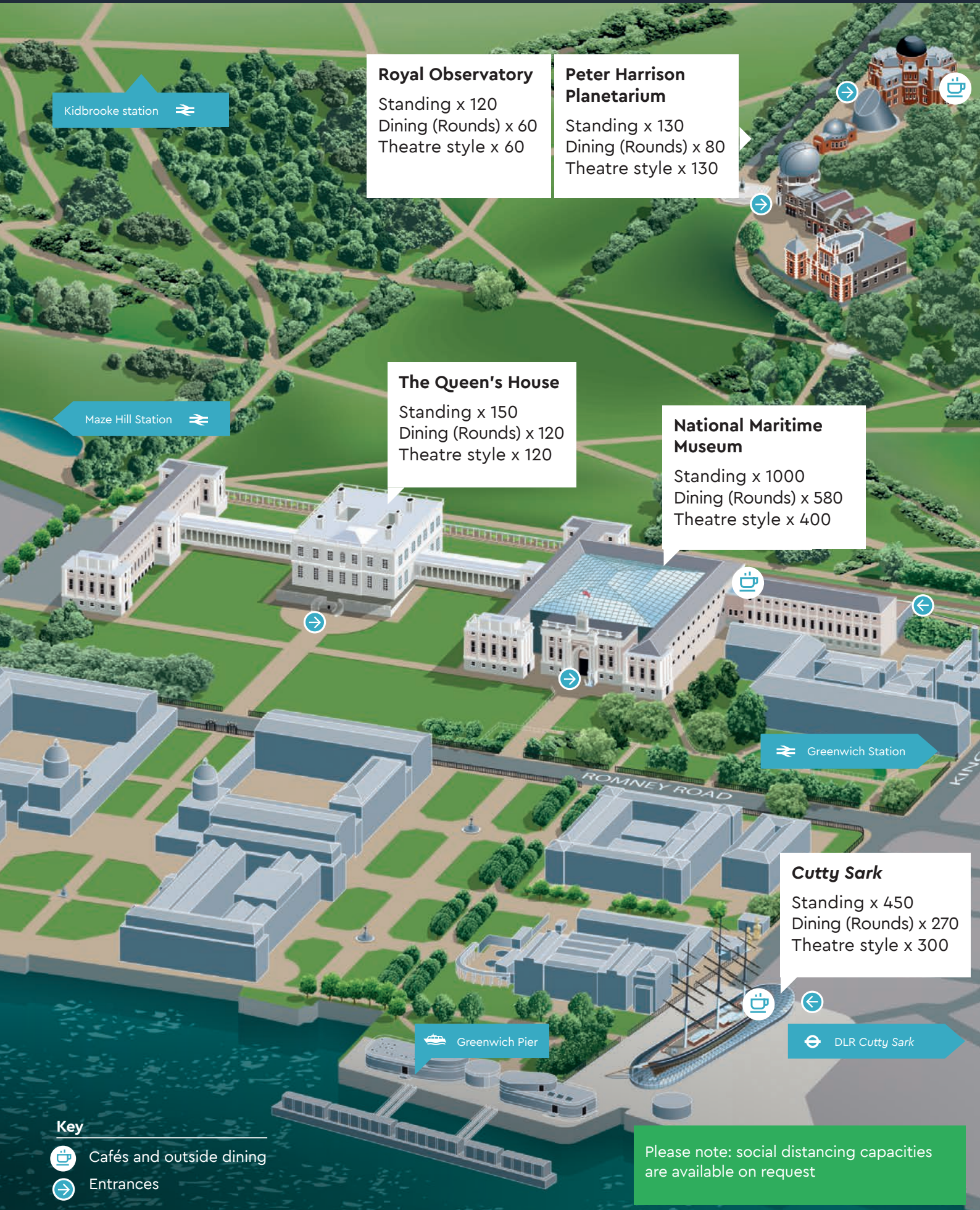
Here is how we will help to keep you safe during your event:

- Arranging staggered arrival and departure times to avoid crowding or queuing
- Cleaning furniture with antibacterial cleanser once set in place, and once guests have departed
- Having a duty cleaner sanitise high traffic areas and high contact surfaces during events
- Asking that any staff and / or guests that are feeling unwell do not attend the event, and follow current government and NHS guidance if they show symptoms of illness
- Providing a designated area for any individual who becomes ill during an event, enabling them to isolate until they can safely leave to go home





# Venue capacity



**Royal Observatory**  
Standing x 120  
Dining (Rounds) x 60  
Theatre style x 60

**Peter Harrison Planetarium**  
Standing x 130  
Dining (Rounds) x 80  
Theatre style x 130

**The Queen's House**  
Standing x 150  
Dining (Rounds) x 120  
Theatre style x 120

**National Maritime Museum**  
Standing x 1000  
Dining (Rounds) x 580  
Theatre style x 400

**Cutty Sark**  
Standing x 450  
Dining (Rounds) x 270  
Theatre style x 300

- Key**
- Cafés and outside dining
  - Entrances

Please note: social distancing capacities are available on request