



**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, as well as completing two lateral flow tests per week and everyone who enters the hotel has their temperature checked on arrival.



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

Easy to reach by plane, train, car, bike 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 the Hill. Minutes in either direction you'll find a whole host of beautiful natural spaces and outdoor pursuits.



### **CREATIVE SOLUTIONS**

In every space, and every set up, we have thought about the opportunities that are available 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.



### **RISK ASSESSMENTS**

As guidance and legislation changes we are continually reviewing and amending our event specific risk assessments, which we will be happy to share with you.



### **PLANNING YOUR EVENT**

By working with our solution orientated, experienced and award-winning 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 safe and successful event.



### **YOUR EVENT WITH US**

Face coverings are now mandatory for guests and staff in public areas of the hotel. We also recommend anyone attending an event at the hotel completes a lateral flow test prior to arrival.



### **EXCLUSIVE USE**

Whether it's exclusive use of your own meeting spaces, which are thoroughly cleaned before your arrival, 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 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, a member of our team will greet you in the foyer and show you to your secure meeting room.

## 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.

## CLEANLINESS

You'll notice that we've minimised our touch points, and have implemented sanitisation of all our remaining touch points regularly 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 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.



## IN ROOM SET UP

Our experienced onsite teams will work with you to ensure that the room is set-up to best deliver an extraordinary event for you.



## YOUR MEETING EXPERIENCE

Our team are just a message away. You'll find a flexible and adaptable meeting place.



## FOOD AND DRINK

Our offering mirrors seasonally available and locally sourced produce. 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.

Explore our spaces and find out more about the measures we have put into place to keep you safe on the Meetings & Events page of our website

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