



JAPAN HOUSE



LONDON

Venue Hire Guidelines

October 2020

Corporate Events at Japan House London

It is of paramount importance to Japan House London that our clients and their guests are able to have a safe and enjoyable experience at our venue.

Following a comprehensive COVID-19 risk assessment created in line with UK Government guidelines (please see page 7), we have put in place a number of safety measures for the protection of our guests and staff.

Japan House London has been recognised as safe to open by the National Tourist Organisations of Great Britain and Northern Ireland with their COVID-19 Industry Standard certificate, 'We're Good to Go'.

This document outlines the measures we are taking to deliver events in a safe manner, while protecting guests and staff.

These guidelines are based on current UK Government guidance and are therefore subject to change.



Japan House London Safety Measures

Cleaning & Hygiene Services

Maintaining a clean environment is crucial for infection control. A frequent and thorough cleaning schedule has been put in place throughout the venue, with particular attention paid to surface areas, which may be regularly touched.

Hand Sanitizer

Hand sanitizer is available for guests on entry and exit from Japan House London as well as in other relevant areas within the venue.

Face Coverings

To protect our guests, our Visitor Experience Assistants and The Shop staff are wearing Japanese face coverings. In line with UK Government guidelines, guests are required to wear a face covering at all times when visiting Japan House London or while attending an event at the venue. In line with UK Government guidelines, guests (aged 11 and over) are required to wear a face covering when visiting Japan House. Access without a face covering will only be granted for those who are exempt from wearing one.

Route

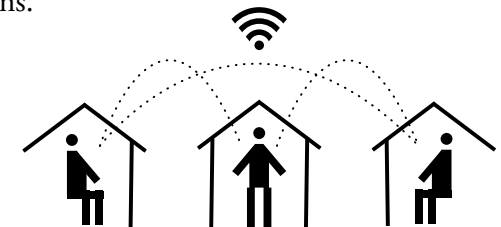
A designated route through the venue has been introduced to aid the maintenance of safe distances. Guests are required to follow the designated route through the building, as indicated by signs on the floor.

NHS Test and Trace

In line with the latest Government guidance, Japan House asks that guests kindly supply their contact information for NHS Test and Trace purposes. A temporary record of these details will be kept for 21 days from the date of their visit. Alternatively, guests can 'check-in' via the official NHS Test and Trace App through QR-code posters that are on display at Japan House London.

Hybrid Events

As it is necessary to scale down the events delivered at Japan House in order to comply with current social distancing guidance, we are pleased to offer our clients AV-equipped spaces that will allow connectivity between guests across various locations. Enquire with us today to find out more about our AV solutions.



New visiting procedures for Venue Hire clients and guests

Access to the venue

Clients and their guests should maintain social distancing (2 metres or '1 metre plus' if 2 metres is not viable) wherever possible, both on arrival and on departure, and ensure that all guests use the hand sanitizer provided on arrival.

Clients should stagger the arrival and departure times of their guests to reduce crowding into and out of the venue.

As per the UK Government regulations for carrying out NHS Test and Trace, clients must gather the contact details of all guests who attend their event.

The delivery and collection of goods must take place on the day of the event – no goods can be stored at Japan House London overnight.

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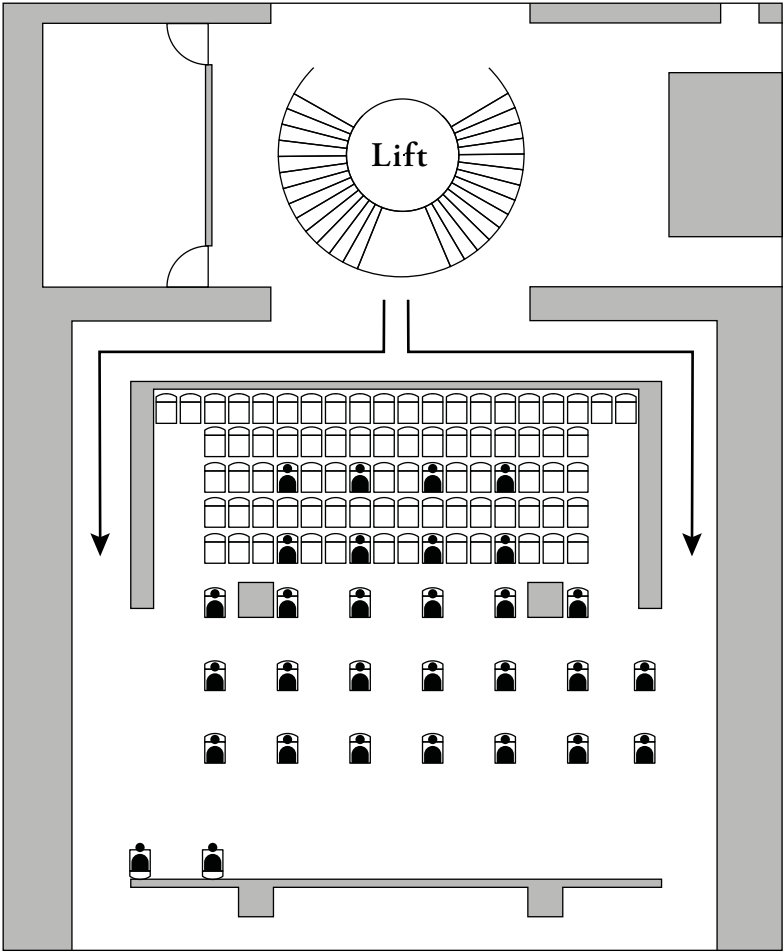
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Catering & Suppliers

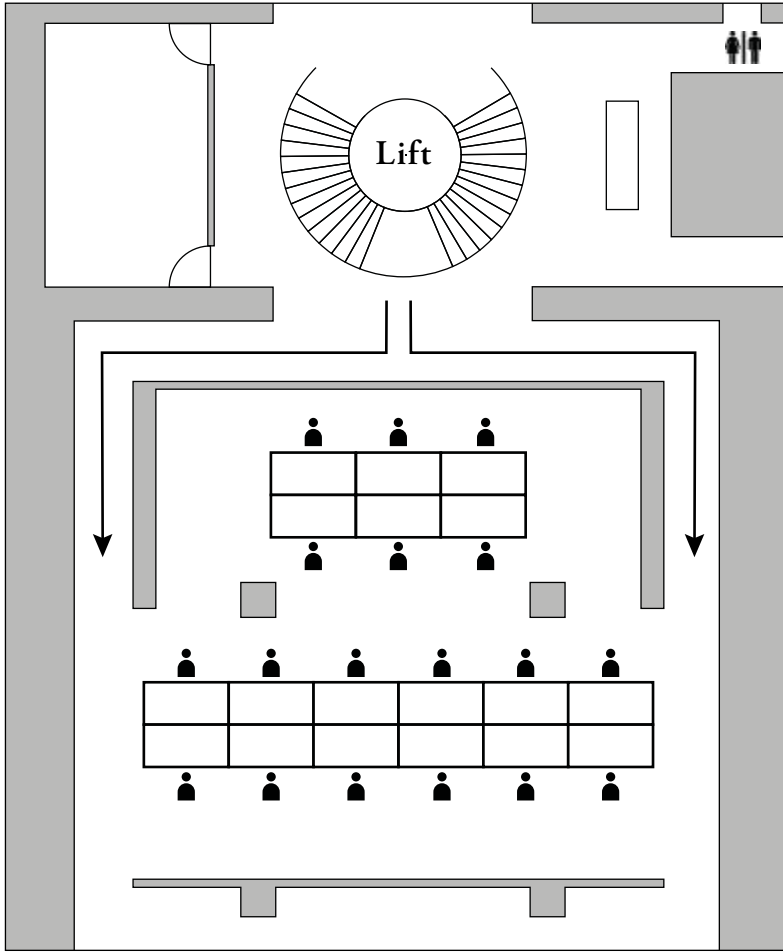
Events can accommodate up to two catering stations (depending on the event size). Guests should use all available space during refreshment breaks to comply with social distancing measures. When applicable, individual items of food and beverages should be packaged individually and there will be no self-service catering or bar available. Instead, guests will be served by catering staff. Catering, cloakroom and registration desk counters will have screens to help protect guests and staff. Guests are required to wear face coverings, except when seated to eat or drink. Staff are required by law to wear face coverings. Catering staff will be trained and familiar with the venue, and will operate in accordance with UK Government guidelines. Guests will be required to divide into groups of 6 for coffee breaks (with our max capacity of 30 guests per event). Caterers and other suppliers will be asked to produce specific risk-assessments for each event.

Set-ups — Hall & Lobby

Theatre style - 30 PAX / 2 x Catering Spaces for 6 x at a time

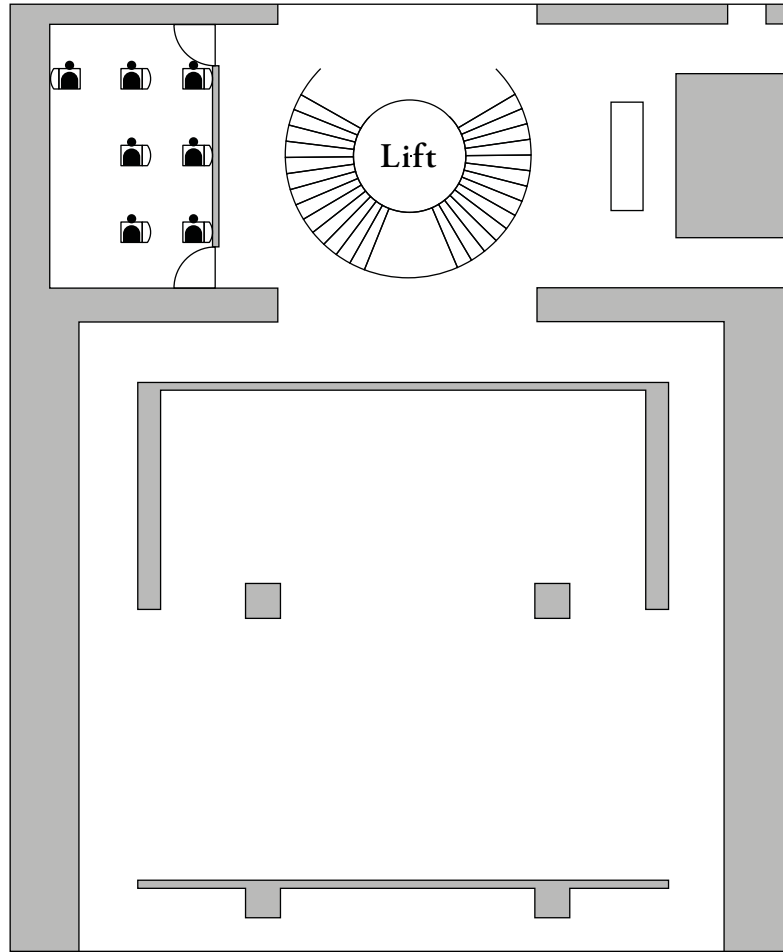


Boardroom style - 18 PAX



Set-ups — Library

Theatre style - 7 PAX



Boardroom style - 4 PAX

