



# OPERATIONAL COVID19 CLIENT PRECAUTIONS



# WE'RE BACK IN BUSINESS!

The TW Events & Incentives team is committed to ensuring our valued guests continue to feel safe. Not only will we continue to adhere to all requirements outlined by the Government around social gatherings, we are strengthening a number of the measures we have put in place to ensure your safety.

Under Level 2 restrictions, ticketed events including business events and conferences can proceed as planned. However, these are subject to a 100-attendee limit. Contact tracing and physical distancing (of one metre) measures are also required. Along with stringent hygiene measures (outlined in further detail below), we have

standardised floor plans that take these regulations into account, and will be enforced at each event.

## BUSINESS EVENTS GUESTS MUST:

- Ensure guests are seated.
- Ensure guests scan in using the Government's COVID tracing app. This is now a requirement for event attendance.
- Practice physical distancing of one metre at all times.
- Plan and follow hygiene procedures, such as the provision of hand sanitiser.
- Ensure any food and beverage supplied follows Government guidelines.

## SO, WHAT ELSE CAN GUESTS EXPECT FROM US?

### HYGIENE AND CLEANING STANDARDS

Maintaining good personal hygiene is our first line of defence when it comes to protecting ourselves, and others, in the face of COVID-19. Hand sanitiser will be available for all guests to use, we have temporarily replaced towels in our bathrooms with disposable paper towels, communal pens and paper have been removed from tables, and our team will undertake strict and frequent surface cleaning procedures throughout our venues.

Guests must continue to adhere to physical distancing directives – this means everybody must maintain a **one metre distance** from one another at all times. You'll see that the seating layout within our events spaces have been modified to accommodate this. That means you won't be able to have the usual event setup you may normally expect at our venues.

### CONTACT TRACING

The TW Events & Incentives team is utilising the Government app, NZ Covid Tracer. This contactless check-in system will enable us to keep a record of which guests have attended events at our venues, and who they may have come into contact with, should the Ministry of Health require this information.

All guests will be asked to use their smartphones to sign in via the NZ Covid Tracer app upon arrival. A manual check-in process will also be available at all entry points to our venues. Please note that adhering to check-in measures is a mandatory requirement at all events venues throughout New Zealand. TW Events & Incentives will be unable to accommodate guests who do not wish to sign in using these measures, which have been implemented for your safety.

We greatly appreciate your ongoing assistance during this time. The steps are simple to follow and are outlined in further detail below.

### CONTACTLESS PROVISION OF FOOD AND BEVERAGE SERVICES

TW Events & Incentives and our catering partner, MASH Catering, will continue to refine the way we serve food and beverages to all of our guests, to ensure we are avoiding direct contact between

parties. All menus will be pre-plated for guests. We have also removed all lolly bowls, and water carafes and other glassware from tables. Staying hydrated is still key – but for now, please be sure to bring your own water bottle along to any events you are attending with us, as we will be unable to provide these as we normally do.

Thank you for your continued support of TW Events & Incentives. These are unprecedented and uncertain times. Stay safe, and stay kind. We look forward to welcoming you back to our venues soon.