

Coronavirus (Covid-19) Safety Measures

Frequently Asked Questions for Event Bookers and Trainers

The aim of this document is to answer your questions surrounding the re-opening of the Hertfordshire Development Centre and some of the measures we have put in place to keep you and your delegates safe.

Will parking still be free?

Yes. Parking for trainers and delegates will still be free of charge. Please print and display the permit provided via email

Where can I park?

Until further notice all parking will be onsite at Robertson and Farnham House. Delegates are able to use the underground staff car park as well as visitor parking on the upper level.

The Delegate car park is currently closed.

Disabled parking remains at the front of Robertson House.

Will my delegates need to wear a face covering?

Government guidelines require all delegates to wear face coverings inside the training centre, unless where personal exceptions apply.

Face coverings can be removed when seated in training rooms.

Will HDC collect track and trace details?

HDC will not ask for a copy of your delegate list. It is the responsibility of the event administrator or trainer to hold track and trace information on delegates.

In the event of a positive case at HDC we will notify the administrator for that news to be disseminated out to trainers and delegates. Should you be notified of a case within your event, please contact HDC at the earliest opportunity.

What additional cleaning measures are in place?

Rooms are thoroughly cleaned after each event

We have enhanced cleaning during the day, particularly to contact surfaces.

Hand sanitizers are available at all entrances and at regular points around the building.

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Are desks and equipment clean?

We have setup a cleaning station in each room, with wipes, sprays and hand gel

We are limiting each room to one event per day

All equipment will be sanitized between use.

How has reception been adapted to maintain social distancing?

Tables and chairs have been removed from breakout areas and reception

During exceptionally busy times we may ask people to queue safely outside

There are clear screens at the reception desk and signs indicating trainer sign-in and delegate information

How have rooms been setup to facilitate social distancing?

Maximum capacities for all rooms have been assessed and information is displayed on all doors

Rooms will be set up as either classroom, one delegate per table, or as a boardroom. Both options will be set to allow at least two metres between each seat. We ask that trainers and delegates please do not change room layouts.

What happens if delegate numbers exceed the maximum capacity for the room.

In the first instance, please speak to a member of HDC staff as it may be possible to move your training to a larger room.

If not possible it will be up to the event leader/trainer to decide who to ask to leave.

Will support still be available from HDC staff on the day of my event?

Yes. HDC staff will be on hand to assist with general and technical issues throughout your event.

We encourage trainers to contact HDC reception using the telephone provided in room.

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Are you still providing catering?

Tea and coffee can be booked in the usual way.

Lunch options will be limited to a packed lunch style. Options are available from HDC.

Deliveries will be 'low contact'. Beverages and food will be delivered and left on trollies for a nominated person to dispense.

Can I choose my own break times?

As part of the trainer sign in induction we will discuss break timings. We will stagger breaks during busy times, and request that delegates stay in their room as much as possible.

Please contact HDC in advance if you require a fixed break time. We will accommodate requests as best we can.

What should I do if I or a person in my event is showing the symptoms of Covid-19?

Do not enter the building if:

You have a persistent cough, fever, any other symptoms of coronavirus, or have been confirmed as having coronavirus

You have had close contact with someone displaying the above symptoms or who has been confirmed as having coronavirus

If you see anyone displaying the above symptoms please contact a member of HDC staff using the in-room phone or at reception.

Anyone exhibiting symptoms will be asked to leave the building and advised of the Covid-19 testing procedure.

All information contained in this FAQ is subject to change.