



## **Floral Pavilion COVID-19 FAQ's**

### **Wirral & Chester Business Fair**

#### **What happens when I arrive?**

Our team will be on hand welcoming and directing you to Conference Suite. We will be actively monitoring people the amount of people in the room at one time, so during busy periods you may be asked to wait outside in our Plaza Lounge for a few minutes.

#### **Do I need to wear a face covering?**

Although the legal requirement for people to wear a face covering indoors has been removed, as part of our policy our staff will still wear face coverings. We ask all visitors to respect any decision towards other visitors/staff who choose to wear a face covering and for all visitors to maintain social distancing with our staff.

#### **Do I have to provide track and trace details?**

Track & Trace is no longer a legal requirement, however we do have multiple QR codes which are displayed in our main entrance and Plaza Lounge which are available for you to use/scan via NHS app.

#### **Do I need to take a covid test prior to the event?**

Whilst we do not enforce the use of lateral flow tests, we do encourage visitors to take one prior to the event for the safety and wellbeing of other visitors and staff members.

We ask that anyone who displays covid-19 symptoms prior to the event does not attend the event, unless you have had a negative PCR test result.

#### **Will hand sanitisers be available?**

We have hand sanitisers available throughout the venue, including the main entrance, Plaza Lounge and Conference Suite. We encourage you to use these on arrival and throughout the duration of your visit.

**What social distancing measures will be in place for this event?**

We have worked alongside the organisers to create a plan with 2 metres distance between each exhibition stand as well as creating a one-way system, we will have signage displayed and staff encouraging visitors to use the one-way system as well as monitoring how many people are at exhibition stalls at one time.

**Will the café be available?**

Our café is currently open for table service only on our Panoramic Lounge, therefore we have arranged for a tea/coffee station to be available for any visitors/exhibitors attending this event who wish to purchase drinks, this will be located in the Tivoli Suite throughout the event.

**Will toilets be available?**

Our toilets located on the Plaza Lounge will be available to use during your visit, all our facilities including the toilets are monitored with cleaners following to a strict cleaning schedule throughout the day, including a deep clean before the building opens to the public.

**Who should I contact if I show covid-19 symptoms after attending the event?**

If you start to develop covid-19 symptoms, you should seek assistance from the NHS 111 service, self-isolate and get a PCR test as soon as possible. If your result is positive, NHS Track & Trace will ask you where you have recently been and who you have seen. They will then get in touch with anyone you have been in close contact with to advise them on what to do next.

**Will I be contacted if someone attending the event has tested positive for covid-19?**

If someone attending the event has tested positive for covid-19, you may receive a call from NHS Track & Trace if you were in close contact with that person and will be asked to get tested or self-isolate.

**I have other questions I need answering, who should I contact?**

If you have any other questions or concerns regarding your visit for this event, please contact Joanna Kelly at [joannakelly@wirral.gov.uk](mailto:joannakelly@wirral.gov.uk).