

## **COVID-19 Additional Terms and Conditions.**

For weddings and events which take place during this pandemic, there are additional considerations which must be made.

### **1 COVID-19 Specific**

- 1.1 These Terms and Conditions affect any wedding ceremony or event, internal or external, which takes place within the Windsor Guildhall.
- 1.2 These conditions will remain in place until formally withdrawn by Windsor Guildhall management. (Jordan Evans on behalf of Louisa Dean).
- 1.3 These terms cannot be withdrawn or overridden by any member of Royal Borough of Windsor & Maidenhead staff or councillors. Only senior Windsor Guildhall management can, in writing, omit or withdraw these terms for a specific event.
- 1.4 These terms will be withdrawn only when the senior management of the Windsor Guildhall decides that the threat of COVID-19 is minimal enough to warrant our usual Terms and Conditions. That decision will be based on Royal Borough of Windsor & Maidenhead advice and Government guidelines.

### **2 Guildhall Clients**

- 2.1 Anyone using the Windsor Guildhall, who is not based in the building or who does not work solely upon the building, is regarded as a client.
- 2.2 All Royal Borough of Windsor & Maidenhead employees, except for those mentioned in 2.1, volunteers or external suppliers or service providers are regarded as clients.
- 2.3 Clients are constituted by entering the Guildhall, they are not limited to those paying for Guildhall services.
- 2.4 Royal Borough of Windsor & Maidenhead staff who are not classed as clients (section 2.1) still need to adhere to the regulations and restrictions, unless otherwise countermanded by these terms.

### **3 Minimising Risk**

#### **3.1 Building Format**

The Windsor Guildhall is to adopt a one way system. All clients – with the exception of the bridal couple or party – must gather at the Corn Exchange before being allowed entry to the Guildhall. The Guildhall will only allow entry once everyone is present.

Clients can then enter the Guildhall through the Mayor's Entrance (the smaller red door), and up the staircase on the right hand side, being careful to allow for social distancing. It is the client's responsibility to ensure they remain socially distanced.

All ceremonies will take place in the Council Chamber, with the Ascot Room being used for the preliminary meetings with the registrars.

Upon leaving the Council Chamber, guests will proceed down the stairs on their right hand side (the opposite stairs to which they came up) and out through the double doors in front of the Prince Harry Pub.

### **3.2 Room Layout**

The Council Chamber is to be the setting for all weddings and events. Chairs are to be laid out in a way so as to allow for social distancing. Enough space must be given to allow the registrars to remain distanced from the celebrant couple.

The Ascot room is to be made available as the preliminary meeting room for the registrars, as this enables a greater ability to socially distance than the Mayor's Parlour.

The Mayor's Parlour is to be out of bounds to all clients, except for as a fire escape route.

### **3.3 Other conditions.**

The use of signage and facemasks is not considered crucial since clients will be admitted on an exclusive basis and in a controlled environment, however all clients reserve the right to wear protective equipment.

Hand sanitizers will be present at the entrance of the Guildhall (at the bottom of the stairs) and at the doorway to the council chamber. Use of the sanitizer is mandatory.

As per national guidelines, any client who has experienced symptoms of the COVID-19 virus within the two week isolation period is not permitted access to the Windsor Guildhall. Any client who knowingly attends an event at the Guildhall having experienced symptoms will be liable and reported to the appropriate authorities.

The national limit on group gatherings will be implemented as the daily cap on the Guildhall admissions. For example if the government suggests that groups over 500 people cannot meet, then the Guildhall should not exceed 500 admissions into the building per day.

## **4 Supplier and Service Provider Considerations.**

- 4.1 Any supplier to the Windsor Guildhall is expected to adhere to the same guidelines as clients.
- 4.2 Suppliers and service providers will count towards the daily admissions into the building. It is therefore essential that deliveries and services are pre booked. Where not event based, any deliveries or services should be carried out on a Monday, when the Guildhall is not open.
- 4.3 Additional time must be allocated to ensure that any deliveries, set up or food preparation can be done in a safe, socially distanced way.

- 4.4 Suppliers must ensure that any tools or equipment brought into the Guildhall are cleaned prior to and immediately after leaving the Guildhall if staff are required to assist in using said equipment.

## **5 Postponements and Cancellations.**

### **5.1 Postponement through government legislation.**

If an event is postponed because of a government order, for example another lockdown, the client will be entitled to choose another date within a 12 month period, or opt for a refund. The client cannot claim a refund on monies paid for expenses already consumed; for example food tastings, or deposits on external companies.

### **5.2 Postponement through restrictive practice.**

If an event is legally able to go ahead, but the restrictions are such that it would not be the event the client desires, the client can change the date to another over a 12 month period, or claim a refund. The client cannot claim a refund for monies paid, for example on deposits for third party suppliers.

### **5.3 Postponement for any other reason.**

If the event can go ahead legally, and the restrictions are only minimal, yet the client decides they would like to postpone, they would be able to opt for another date over a twelve month period. To cancel, they could only claim a refund based on the proximity to the event. Over 6 months in advance would constitute a full refund, between 6 and 3 months would constitute a 75% refund, once passed the three month notice period a refund will not be offered without substantial reason. The client cannot claim a refund for monies paid, for example as deposits to third party suppliers.