

Welcome and thank you for booking the Carers UK meeting room. We hope you have a comfortable and productive day with us. This guide contains all the details you need to know ahead of your booking as well as on the day itself. If you have any questions that are not answered in this guide, please contact us on [events@carersuk.org](mailto:events@carersuk.org) and we will be happy to help.

## Before the day of your booking

### Let us know who is attending

It's very important we know who is in the building for health and safety and security purposes. You must inform us at least one day in advance of the names of those attending by email to [events@carersuk.org](mailto:events@carersuk.org)

## On the day of your booking

### Venue facilities and equipment

#### Meeting room

Our multi-purpose training room can be set up board room style or divided into two smaller rooms using the concertina doors. The room seats up to 26 people boardroom style and measures 32 feet long by 16 feet wide.

You will also be provided with a range of useful equipment such as flip charts, pens and paper to help you make the most of your booking.

#### Kitchen

You will have sole use of a kitchen opposite your meeting room which is equipped with a kettle, cafetières, a fridge and a dishwasher. Please help yourselves to the tea, coffee and milk provided in the kitchen. Mugs, plates, glasses, water jugs etc can be found in the cupboards above the work bench.

#### Bathrooms

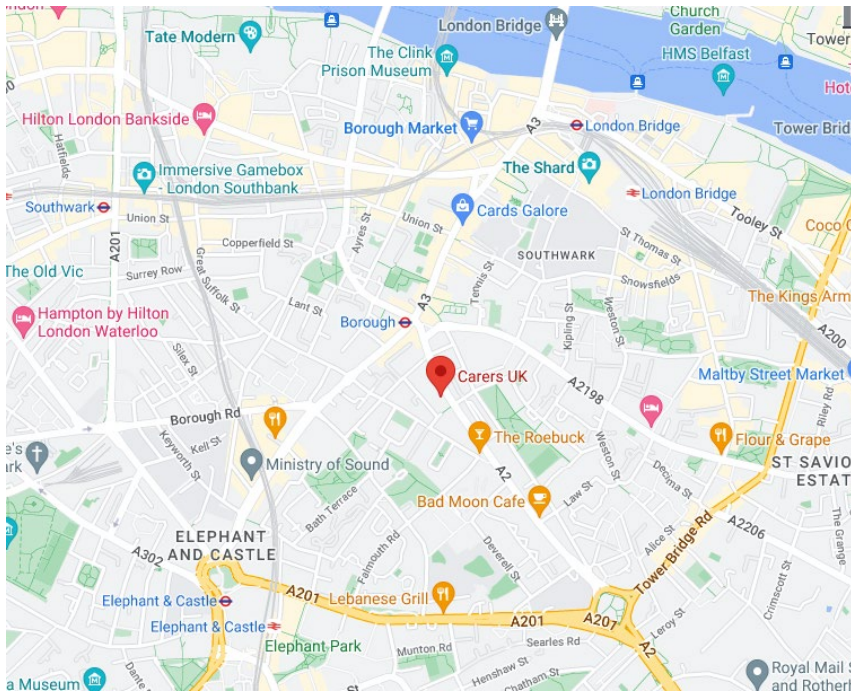
You have access to female, male and accessible toilets.

#### IT equipment

The room is equipped with several screens for your use throughout the day. We would ask that any presentations you wish to use are brought with you on a USB stick or are accessed via email as we are unable to allow external computers to connect to our hardware.

You will have access to the Carers UK Wi-Fi network and will be given the login details when you arrive.

## Getting to Carers UK



[Click here to view our location on Google Maps](#)

### Public transport

#### Underground and overground

The nearest underground station is Borough, which is approximately a three minute walk away. London Bridge underground and overground are approximately a 10 minute walk from Carers UK. Waterloo underground and overground is approximately a 15-20 minute walk away.

#### Car

Borough has off street parking you should check [www.parkbee.com](http://www.parkbee.com)

#### Taxi

Borough and London Bridge and the surrounding streets are well served by London taxis.

## **Entry into the building**

Our venue is step-free and fully accessible for wheelchair users with sloped access and manual doors.

The first person to arrive at the building should buzz on the entry panel to the right of the front door.

One of the Carers UK team will then show you to the room. If you do not get an answer please ring Ingrid, Sarah or Jane. Once the first person has been let in and showed the room, all subsequent attendees must buzz the bell and a member of the meeting will allow them in.

## **COVID-19 regulations**

A member of the Carers UK team will be on hand to help with any queries you may have when using the room, but we try to keep contact to a minimum.

We ask that the booking lead can arrive before the meeting starts so they can be taken to the meeting room and shown the facilities before everyone else arrives to try to keep mixing to a minimum.

A member of the meeting will need to set up the room for their own requirements and also answer the door when delegates arrive and admit them, you will be provided with a fob for the day.

Antibacterial wipes and hand sanitiser are available for you to use in the meeting room.

## **Catering**

We are unable to arrange catering, however with such a wide variety of lunch options, including Borough Market on our doorstep, you will be spoilt for choice whether you want to eat out or have something delivered.

If you order food for delivery, please note that you will need to appoint a meeting attendee to answer the front door when your catering is delivered and distribute to your attendees. Please remember you will need to stack the dishes in the dishwasher, place any food and boxes in the kitchen bin and leave the training room and kitchen as you found them.

**Fire alarm**

If the fire alarm sounds, attendees must exit the room immediately, closing the door behind them. Exit building to the via the front door or fire exit next to the kitchen area, whichever is nearest. A member of staff will show you where to go once you have exited the building.

Please note there are no fire drills scheduled when the venue is hired out.

**At the end of your meeting**

Please ensure your meeting does not overrun, our office closes at 5pm. When your meeting has finished, please inform Sarah, Jane or one of the Carers UK team.

**Contact details**

If you need to contact us on the day, please contact Sarah Kill on 07552 261493 or Jane Storey on 07903 171 775.