

REDISCOVER EVENTS



exhibition
centre
liverpool



AT EXHIBITION CENTRE LIVERPOOL, WE KNOW HOW IMPORTANT IT IS TO MEET, WE KNOW HOW IMPORTANT YOUR EVENTS HAVE BEEN AND WILL CONTINUE TO BE. AND SO WE ARE READY.

OUR DOORS ARE OPEN AND WE ARE OPERATING WITH A NEW LEVEL OF SAFETY AS STANDARD.

WE'RE ONE OF THE MOST EXPERIENCED, SKILLED TEAMS IN THE BUSINESS, AND WE'LL BE WITH YOU FOR EVERY STEP OF YOUR EVENT JOURNEY, GIVING YOU COMPLETE PEACE OF MIND.



WE'RE READY TO REDISCOVER EVENTS WITH YOU.

REDISCOVER

As we navigate this new landscape we want to reassure you, your event teams, suppliers and visitors that for us safety is standard.

We have been working hard behind the scenes to develop a Covid Excellence package for our clients, ensuring that every event operates with a robust set of safety and security measures in place.

We recognise that every event will be different, and so we are also offering a range of enhanced measures that we can put in place at an additional cost, depending on your requirements.

Whatever you need to give your visitors and exhibitors peace of mind, our experienced team is ready to help you deliver your events and communicate to your audiences.



REDISCOVER

EVENT PLANNING SUPPORT

Our experienced team will be on hand throughout the planning stages to ensure that your events run smoothly, and your visitors have the best possible experience.



A flexible approach to bookings and contracts to give you piece of mind during the current climate



Virtual & on-site venue tours and planning meetings



Over 20,000m2 of flexible flat floor events space



Virtual and hybrid solutions provided by our experienced in-house production team

OUR COVID EXCELLENCE PLEDGE

Your peace of mind is our priority, so we are committing to deliver the following 'Covid Excellence' measures for each event that takes place across our campus, inclusive of your hire package.



Cashless transactions
across all retail



Enhanced cleaning regimes
and continued use of
Byotrol Antimicrobial System
effective against Covid-19 and
winter flu virus



Fresh-air only supply



Hand sanitiser stations



QR codes linking to
NHS Test and Trace
available at entrances
for optional use



Digital signage to push
discretionary messages to customers
including optional use of face coverings

ADDITIONAL MEASURES

We offer a range of enhanced safety measures, available at an additional cost, that our team can tailor to your specific requirements.



Use of on-site testing facilities*



Visitor screening solutions



Additional social distancing
and hygiene signage



Socially distanced layouts and
reduced capacity planning



Use of our external spaces



Virtual and hybrid solutions



Guidance on funding streams
available for supporting
your event

*An on-site SMART testing facility will be available until August 2021, after this time, bespoke on-site testing can be facilitated

REENGAGE

We want to work together to make your event happen.

Our venue is already hosting events safely and securely, and we have the solutions in place to ensure that you feel supported and reassured at every step of your journey.

So get in touch and together we can rediscover events.

To discuss your event requirements and for more information on our tailored support packages, please contact sales@accliverpool.com



OUR A-Z OF
COVID SECURE
OPERATIONS

A-Z

ACCOMMODATION – ONSITE AND WALKABLE CITY OFFER

We can offer you peace of mind that you can accommodate all of your visitors safely and securely on site within walking distance of the venue, across our 658 on site hotel rooms, as well as 6,000 rooms across the city within walking distance of the venue. We will work hand in hand with Liverpool Convention Bureau and The Liverpool Hoteliers Association to deliver large allocations for your accommodation needs, ensuring that you can keep your visitors together and manage their safety more easily.

ALL SECURE STANDARD

We are a member of the AEV (Association of Event Venues) and alongside our colleagues from the AEO and ESSA have been involved in the development of the 'All Secure Standard' which sets out Covid secure measures and best practice for the events industry. Our operational plans have been developed in line with the All Secure Standard, as well as advice and guidance from Public Health England, our Local Director of Public Health and Visitor Economy Guidance. As we work with event organisers to develop individual event delivery plans, we will continue to adhere and manage to these standards.

ARRIVING IN THE CITY

Liverpool is a compact and walkable city, once your visitors arrive through any of our gateways to the city, they can enjoy a completely walkable experience, from the city centre down to the waterfront, avoiding public transport.

BOOKINGS AND CONTRACTS

We promise to take a flexible approach to bookings and contracts to give you piece of mind during the current climate.

BUILDING SYSTEMS

We have carried out additional investigations into the capabilities of our in-house air handling and extraction systems and we will continually monitor air quality across the campus, using the technologies available through our buildings to maximise visitors safety. We will continue to monitor the capabilities of all our building systems to deliver the highest standards of safety.

CLEANING AND WASTE REGIMES

The entire venue will be sanitised prior to your event using a Microbe Shield called Byotrol 4 in 1 that once dry, bonds with any surface for 24 hours and provides ongoing protection from viral pathogens, including Coronaviruses. We are also researching further solutions and will keep you updated every step of the way. Our team will deliver robust and visible cleaning processes across all venue and back stage spaces, including increased cleaning of high touch point areas such as door handles, push plates, light switches, lift buttons, handrails and toilets.

CLOAKROOM FACILITIES

A 'self-drop off' service will be in operation in circulation spaces such as the Galleria or Atrium. Stewards will monitor these areas. We will work with you to deliver the most efficient and safe service for your visitors.

DELIVERIES AND LOADING BAY

All deliveries to the Exhibition Centre Liverpool event campus will now be directed through the loading bay to allow us to monitor and manage safely. We will work with you to manage deliveries and logistics for the build-up and live days of your event, ensuring that all social distancing and hygiene measures are adhered to.

A-Z

EMERGENCY AND EVACUATION PROCEDURES

Pre-existing routes and procedures will continue to be deployed as evacuation routes with social distancing maintained, giving you peace of mind that our Covid secure safety measures will not be compromised in the event of an emergency.

FOOD AND DRINK EXPERIENCES

Queue management systems will be in place with take away offers, self-service coffee stations and bespoke food and beverage options all available. Our team are busy preparing some new and innovative menus for us to share with you. Our partners at Sodexo have been operating across hundreds of sites across the UK and globally, during the coronavirus pandemic. They have used and continue to use all of their expertise and learnings to continue to deliver first class catering solutions for events with new safety measures in place, adapting to guidelines quickly and efficiently, whilst keeping customer experience at the forefront of their operations.

HAND SANITISER STATIONS

We will provide hand sanitiser stations throughout the venue, including mobile units at all entrances to the venue and fixed stations within all toilet facilities

HOTEL BOOKINGS

Our partners at Liverpool Convention Bureau will work with you to ensure flexibility in accommodation bookings to give you peace of mind during this uncertain time.

ISLAND SITE IN A CITY CENTRE LOCATION

Once your visitors arrive, they can enjoy local amenities close by while feeling safe and secure in our island site location. Our unique location gives you the ability to keep your visitors' event experience tightly managed and organised.

TRAVELLING TO THE VENUE

We have over 2,000 on-site parking spaces, including plenty of open air spaces, offering a safe and cost effective route for visitors to travel in their own vehicles, as well as safe and secure bike parking facilities to assist visitors in avoiding public transport

VIRTUAL VENUE TOURS, SITE VISITS AND PLANNING MEETINGS

Our website currently offers event organisers a virtual tour of our venue campus as well as a client portal for all digital plans and assets that you may require for the planning of your event. Our team will also be on site during the planning of your event and will be able to use Zoom and other multiple attendee platforms to deliver virtual site tours and planning meetings to keep your travel to a minimum. If you would like to arrange a physical site visit, our team will be on hand to provide you with advice on the measures we have put in place for site visits.

VIRTUAL AND HYBRID SOLUTIONS

The ACC Liverpool Production Team can offer a number of services and equipment to facilitate virtual and hybrid events to maximise your content experience and commercial opportunities.

A-Z

VISITOR COMMUNICATIONS

We will work with event organisers to provide any support you require with your visitor communications; ensuring that you have all of the information you need to communicate venue operational measures to those attending your events. We can support with content for your exhibitor manuals, supplier communications, events programmes, websites and social channels. We will also make our own communication channels available to you as needed, including all information made available via our websites and social channels.

VISITOR REGISTRATION

The team will work with you to design a safe and effective registration area, ensuring that your visitors' arrival is welcoming, safe and efficient.



GET IN TOUCH

To discuss your event requirements and for more information on our tailored support packages, please contact sales@accliverpool.com