

# MEETING AGAIN

Welcoming guests back to RBC Place London



RBC PLACE  
LONDON



# WELCOME BACK

## OUR FACILITY

RBC Place London is the premier convention centre in Southwestern Ontario, providing exceptional experiences for hundreds of conventions, conferences, one-day meetings and special events annually.

RBC Place London has over 67,000 square feet of meeting space, including the region's largest carpeted Grand Ballroom. We are well positioned to accommodate large groups in a safe environment. The 33,000 square foot Grand Ballroom is able to host 3,000 guests at any one time depending on your set-up.

RBC Place London offers five entry points into the facility with large foyers that can accommodate the flow of guest arrivals and departures. Registered attendees with established schedules allow for crowd management and safe event attendance. With the large ballroom on the 2nd floor divisible into eight sections, and 14 additional salons and studios on the 1st floor, events can be accommodated in numerous room setups and styles.

RBC Place London will continue working with event organizers to provide a comfortable and safe environment for all.



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## SAFE TRAVELS STAMP

RBC Place London is an approved Safe Travels Venue. The Safe Travels Stamp is an international symbol designed to allow travellers to recognize governments and companies around the world, which have adopted health and hygiene, standardized protocols so consumers can experience 'Safe Travels'.



## RESOURCES

[Middlesex London Health Unit](#)

[Ontario Ministry of Health](#)

[Tourism Industry Association of Ontario: Safe Travels Stamp Guidelines](#)



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# HEALTH + SAFETY STANDARDS



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## ENHANCED CLEANING

- Disinfecting products for venue approved by health authorities.
- Cleaning crew for all areas of the venue including washrooms, elevators, escalators, conference areas, lobbies, and common areas with a specific focus on touch points.
- Sanitation stations available to participants in the form of alcohol-based hand sanitizer as appropriate throughout the venue.

## INCREASED TRAINING

Our associates follow the directives set out by the [Middlesex London Health Unit \(MLHU\)](#) based on the latest health and safety guidelines.

It is RBC Place London's commitment to provide our associates with the tools and information necessary before arriving on site for their shift regarding infection control, physical distancing, interactions with guests and enhanced hygiene measures including hand washing, and the use of gloves as required.

Guest facing associates are trained and prepared to answer questions, resolve challenges and share protocols before and during events to reassure guest and associates safety.

## STAYING HOME WHEN NECESSARY

A stay-at-home policy for staff displaying any symptoms is in effect.

## VIRTUAL AND HYBRID EVENTS

Presentation stage in our facility that comes with a complete technical set-up so you can deliver your message via any online solution. [Virtual Events](#)

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## FRESH AIR

All HVAC filters are AP-Thirteen, which is a Merv 13 filter. This is a recommended filter for systems to remove air impurities. They filter all the air being supplied to the building which is a mix of fresh and recycled air.

Standard pleated filters remove nuisance dusts, lint and contaminants associated with staining, and are primarily designed to protect equipment and act as prefilters. As a stand-alone filter, the AP-Thirteen will perform these tasks and removes sub-micron particles, defined as lung-damaging by cognizant authorities.

## FIRST AID

Able to have medical service point or services available for larger events. There are two portable difibulator stations on site at RBC Place London.

## HANDRAIL STERILIZATION

Escalator handrail sterilization system that uses UV-C light to remove germs. The system has built-in side reflectors that ensure full coverage of handrail, including sides. Compact module is mounted internally to eliminate the risk of passenger entrapment.

## TOUCHLESS TECHNOLOGY

RBC Place London has introduced an app for the purchase of beverage tickets at events. Using Fastrac, a contactless ticketing platform, event attendees will be able to easily purchase food and beverage tickets without waiting in line at concessions and bars.

# FOOD & BEVERAGE

Our Executive Chef and his culinary team follow all Covid specific job training

## FOOD & BEVERAGE INITIATIVES

- Extensive menu package with plated, buffet and family style options  
[Menu](#)
- Individually packaged break items are available.
- Multiple hand sanitizer stations nearby all food & beverage service areas.

Enhanced food and safety hygiene by:

- Cleaning machines handled by participants regularly.
- Water/soft drink protocols in place for participants using their own refillable water bottles or using individual serving portions.
- Enhanced sanitization and disinfecting of tables after participants have left.
- Event attendees will be able to purchase food and beverage tickets via Fastrac, a contactless ticketing platform.
- Associates are trained to follow MLHU guidelines and protocols, to ensure the safety of our clients.
- Menus can be designed to meet our clients individual needs (buffet, coffee breaks, plated or family style).
- Event space can be tailored to permit additional spacing (rental fees may apply)



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