



RECONNECT

with confidence

Welcome back to the NEC! We've missed you and can't wait to safely reconnect you with the events and experiences you love. As the UK's largest venue, we have all the space, facilities and expertise you need to enjoy your favourite events in a safe, secure and controlled environment. Each new measure across the venue has been added with your safety, well-being and experience in mind.

Planning on joining us soon? Don't forget to check your event website directly before you arrive for more information on the measures they have in place specifically for their event.

We're Good to Go

The NEC is accredited with the VisitEngland 'We're Good to Go' industry charter mark. This verifies that our venue meets the Government and public health guidance on COVID-19 and that we have all the required health and safety processes in place to reopen.



Before you arrive

When preparing for your next visit to the NEC, here's the things you should do before you arrive...



Upon arrival

As the largest and best connected venue in the UK, a safe experience can be managed from the moment you arrive...



During your visit

We have measures in place to help keep you safe so you have an enjoyable event experience and a great day out...



Before you arrive



Organise your COVID-19 status pass

The health and safety of everyone who visits the NEC remains our top priority. As with other large UK venues, to keep visitors and staff safe we are implementing COVID-19 status checks at agreed entry points. When visiting the NEC, please come prepared to show proof of your COVID-19 status.

The accepted method of showing COVID-19 status is as follows:

- NHS COVID Pass via the NHS App (NB This is different to the NHS COVID-19 Test and Trace app). It is advised individuals apply no later than 48 hours before attending their event to allow for the application to be processed in time.
- Proof of immunity shown by a positive PCR test result for COVID-19, lasting for 180 days from the date of the positive test and following completion of the self-isolation period.
- Lateral flow or PCR negative test results text or e-mail, received within 72 hours prior to attending the event. However, we would encourage visitors to complete their test within 48 hours as some organisers/promoters may request the shorter timeframe.
- If visitors would prefer not to use the app or do not have a smartphone they can obtain a NHS COVID Pass letter (proving vaccination status only) by calling 119 or visiting the NHS website. Visitors with a medical exemption should advise a member of staff during the checking process.



Pre-book your event tickets

When attending an event, we highly recommend you pre-register or pre-book any tickets in advance. This will help to minimise queuing for tickets on the day and allows our teams to safely plan for your arrival so we can continue to provide a great event experience.

Before you arrive, don't forget to check your event website directly too for more information on the measures they have in place specifically for their event. This may differ for each event but could be things like updated event timings, ticket information, entry conditions or additional details around the safety measures they have taken that will be all be useful to know ahead of your event.



Make sure you're free from symptoms

Before travelling to attend an event, we kindly ask visitors to take personal accountability for their health and those around them by adhering to COVID-19 safety measures in place and NOT attending our venue if they: are displaying symptoms, have been asked to self-isolate or live with an individual who has symptoms of COVID-19.



Pre-book your parking

If you're planning on arriving by car, don't forget to pre-book your car parking in advance. Not only will this save you money but pre-booking removes the need to queue and use any on-site payment machines providing a simpler, contact-free experience. We have over 16,500 car parking spaces available across our site which means plenty of room to keep you safe and give you space from the moment you arrive.

www.thenec.co.uk/visitors/parking/



Pack your face covering

When preparing to attend your event, don't forget to pack your face covering. For everyone's safety, we expect and recommend the wearing of face coverings within the public spaces of our venue and within our event halls.



Upon arrival



Hop on a shuttle bus

Our free shuttlebuses are running to effortlessly take you from our car parks to the venue entrance nearest your event. For your safety and comfort, our buses will be operating with social distancing measures in place which includes the wearing of face coverings and reduced capacities.

Why not grab a breath of fresh air and take the walking route instead? All walking routes are quick and easy, with plenty of outdoor space available to enjoy on the way for a safe and stress-free arrival to the venue entrances.



Show your COVID-19 status

Before you enter the venue, please be ready to show proof of your COVID-19 status to a member of our friendly team. These checks are taking place ahead of event entrances, so we ask visitors to please bear with us should there be a slight delay in accessing our venue.



Check-in at the NEC

We continue to support contact tracing through the Government's NHS COVID-19 Track and Trace app. Check in on your arrival using the NHS QR code which will be displayed at all entrances.



Reach your event safely

As you enter the NEC, you will benefit from our sizeable open public foyers that provide ample room to enter safely and then access a route to reach your event. You'll also find hand sanitiser stations available at all of our entry and exit points to the venue and to your event.



During your visit



Face coverings

For everyone's safety, the wearing of face coverings is expected and recommended within the public spaces of our venue and within our event halls. With plenty of catering outlets and outdoor space available, there will still be areas across the NEC where face coverings can be temporarily removed.



Hand sanitiser stations

With over 600 sanitiser stations in our public spaces and event halls, you'll always be able to keep your hands clean no matter where you are in the venue. These are located beside the cloakrooms, toilets, catering outlets, hall entrances, at each exit door within the event halls and across our public spaces. Please remember to use these and wash your hands frequently during your visit.



Air quality and ventilation

In line with government guidelines we provide the optimum amount of fresh air across the venue to minimise the risk of COVID-19 transmission. This includes a recent, full recommissioning of our mechanical ventilation equipment and the upgrade of our filtration to ensure clean and safe air is circulated throughout the NEC. All areas are also being supplemented with natural ventilation through the opening of doors and windows as necessary.



Food and drink

We have a variety of delicious food and drink options to choose from across our catering outlets. As well as serving up hot food, our grab and go menus are perfect for an outdoor picnic or to enjoy elsewhere in the venue. All our restaurants and cafes are set up to minimise contact points, this includes accepting only contactless payments for a safer and speedier service. We've also installed protective screens across all of our outlets and our staff will continue to wear face coverings.

Why not plan ahead and have a browse through our menus using our handy EAT page? Simply select your event to discover what food is available at your event.



<https://eat.thenec.co.uk/>



Touch-free experiences

To reduce contact at the NEC, we have taken advantage of tech solutions to provide contactless options. So, to minimise contact points when in our venue, you can pre-pay parking online, use our cashless options for payment at all food and drink outlets and even pre-order your refreshments via an app.



Space to socially distance

We're a large venue with lots of space to keep our visitors safe and comfortable during their visit. We will continue to encourage social distancing across the venue and remind all visitors to make space and be considerate of others. Our teams are working with every event we host directly to add measures that help create space for the safe movement of people including wider event aisles, where possible and event counting to monitor visitor numbers.



Outside spaces

We have plenty of outdoor space for you to enjoy during your visit. From a stunning lakeside and beach to tranquil woodland gardens, our array of safe and natural settings can help you to relax, refresh and re-energise before, during and after your event. So, whether you decide to take a short stroll by the water's edge or enjoy lunch alfresco in our gardens, you won't be short of places to take a break away from the venue and get some fresh air.

<https://thenec.co.uk/outdoor-space-for-visitors/>



Enhanced venue cleaning

Enhanced cleaning measures have been introduced with an additional focus on high-frequency touch points, such as lifts, counters, toilets, doors and handrails. Our cleaning teams have completed additional training, with many already compliant with NHS standards.



Friendly staff

To help keep you safe during your visit with us, our friendly staff will be wearing face coverings and taking tests twice weekly. They will be on hand for any questions you may have and will ensure an enjoyable event experience. All of our dedicated teams have also completed a variety of COVID-19 compliance training prior to returning to work so will be well equipped to confidently assist during your visit.