

## Visitor Welcome Pack

We are really looking forward to welcoming you to House of Sport!

Until then, we would appreciate it if you would take 5 minutes to review this guide.

It explains what to expect when you arrive at House of Sport, and what you need to know to keep you safe.

## COVID-19 Information

We're really looking forward to hosting you at House of Sport! Due to Coronavirus there are a few changes you will need to factor in before visiting our space.

Of course if you feel unwell, have a high temperature, new persistent cough, or notice changes to your sense of smell or taste we are expecting that you will be self-isolating at home, and arranging a test, as per Government guidelines.

- You must register your visit with the House of Sport Operations Team 48hrs before coming to site by emailing us on [hello@houseofsport.org.uk](mailto:hello@houseofsport.org.uk) with your name, organisation, who you are visiting, and your phone number. Your information will be stored safely in accordance with [London Sport's Privacy Policy](#) and deleted after 21 days in line with Test & Trace data collection guidance.
- Face coverings must be worn in the foyer, lift, corridors, and stairwells of Marathon House.
- Please use the hand sanitising station on arrival
- We have a one-way system in place so please;
  - Use the lift to go up to Level 3 or 4 (take the stairs up to Level 5 as normal)
  - Use the front stairwell to go down to the ground floor to exit the building
- There are cleaning products in the meeting rooms and Level 5 Lounge. Please make sure you sanitise the space you have used before leaving.

- Bring a hot drink receptacle and/or water bottle to use whilst on site. Our communal use items are not currently available.
- If you receive a positive test result within 2 weeks of visiting our site, please email our Head

of House of Sport Operations, Kimberley Pierce, immediately. ([Kimberley.pierce@houseofsport.org.uk](mailto:Kimberley.pierce@houseofsport.org.uk)) or give

her details to the NHS Test and Trace service if required.

## **How do I get to House of Sport?**

**Address:** House of Sport, 190 Great Dover Street, SE1 4YB

Getting here from Borough station:

Underground: Borough Station is on the Bank branch of the Northern Line and in Travelcard Zone 1. House of Sport is approximately a 2 minute walk from the station.

Bus: Borough Station (Stop E) is right outside House of Sport's main entrance. It is served by buses: 21, 47, 381, N21, N381

Getting here from London Bridge Station:

London Bridge has an Underground and a National Rail station and is Travelcard Zone 1. The Underground station is served by the Jubilee Line and the Bank branch of the Northern Line.

The London Bridge National Rail station is served by Southern, Thameslink and Southeastern railways.

House of Sport is approximately a 10 minute walk from the station. It is one stop on the Northern line to Borough station.

There are regular buses from London Bridge that go direct to Borough Station (Stop E), right outside House of Sport:

21, 47.

The road junctions and pedestrian crossings on the way to House of Sport from the nearest Underground and Overground Stations are quite complex. If this is your first time visiting House of Sport or the general vicinity, you are more than welcome to request a Guide.

## **How do I get into the building?**

Our building is opposite SELVIS in the CAN Mezzanine building in Borough. Our building has a black exterior.

There are two doors into Marathon House, and access to House of Sport is through the right-hand door which is single width. We will be expecting your arrival and someone will be posted at the House of Sport Door to greet our Event guests who will be able to direct you to Level 5.

## **What should I do in an emergency?**

### Fire Evacuation

If the fire alarm sounds and the beacons flash while you are in House of Sport, please adhere to the following process;

- Make your way to the nearest available Fire Exit. Fire Exits are located at the ends of each floor clearly signposted by green signs hanging from the ceiling pointing in the direction of the exit. Those who can not easily identify ceiling-mounted signage will be allocated a Guide by the Host to ensure your safe exit from the building.
- Do not use the lifts, and do not stop to collect your personal belongings.
- If you are a wheelchair user your host will escort you to the Refuge Point whilst an Evacuation Chair is collected to assist you out of the building.
- Once you have left the building, please make your way immediately to the Fire Assembly Point which is on the corner of Great Dover Street and Silvester Street.
- If you were separated from your host please find them and make yourself known. If you cannot locate them, please make yourself known to a Fire Marshal.
- If you know of a colleague who was in the building at the time of the alarm who has not yet joined you, please let the Fire Marshal know immediately so they can notify the Fire Brigade.

Do not enter the building at any point, under any circumstances, until you have been informed by the lead Fire Marshal that it is safe to do so.

The Fire Assembly Point is located on the corner of Great Dover Street and Silvester Street.

### **What if I have any questions?**

If you have any questions regarding your visit to House of Sport it would be best to get in touch with your House of Sport contact direct because they will be best placed to answer you, already having full details regarding the reason for your visit.

If you are registered blind or visually impaired, deaf or hard of hearing we would suggest you let your contact know in advance of your arrival so that we can arrange a meet and greet at one of the closest Transport Hubs, or outside the building, to guide you into House of Sport.

If you are a wheelchair user we would suggest you let your contact know in advance of your visit so that they can ensure that the lift to Level 5 is ready for your use to avoid any unnecessary delay. You can email us at [admin@houseofsport.org.uk](mailto:admin@houseofsport.org.uk) to make the arrangements.

Thank you for taking the time to read this guide, we appreciate your cooperation.

We are really looking forward to welcoming you to House of Sport!

If you have any feedback about your experience, please feel free to email the Head of Operations on [kimberley.pierce@houseofsport.org.uk](mailto:kimberley.pierce@houseofsport.org.uk).