



190 GREAT DOVER STREET



Visitor
Welcome
Pack



WELCOME TO

HOUSE OF SPORT.

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 how to find us, how to access the building, and what you need to know to keep you safe.

Visitor Welcome Pack

COVID-19 Information

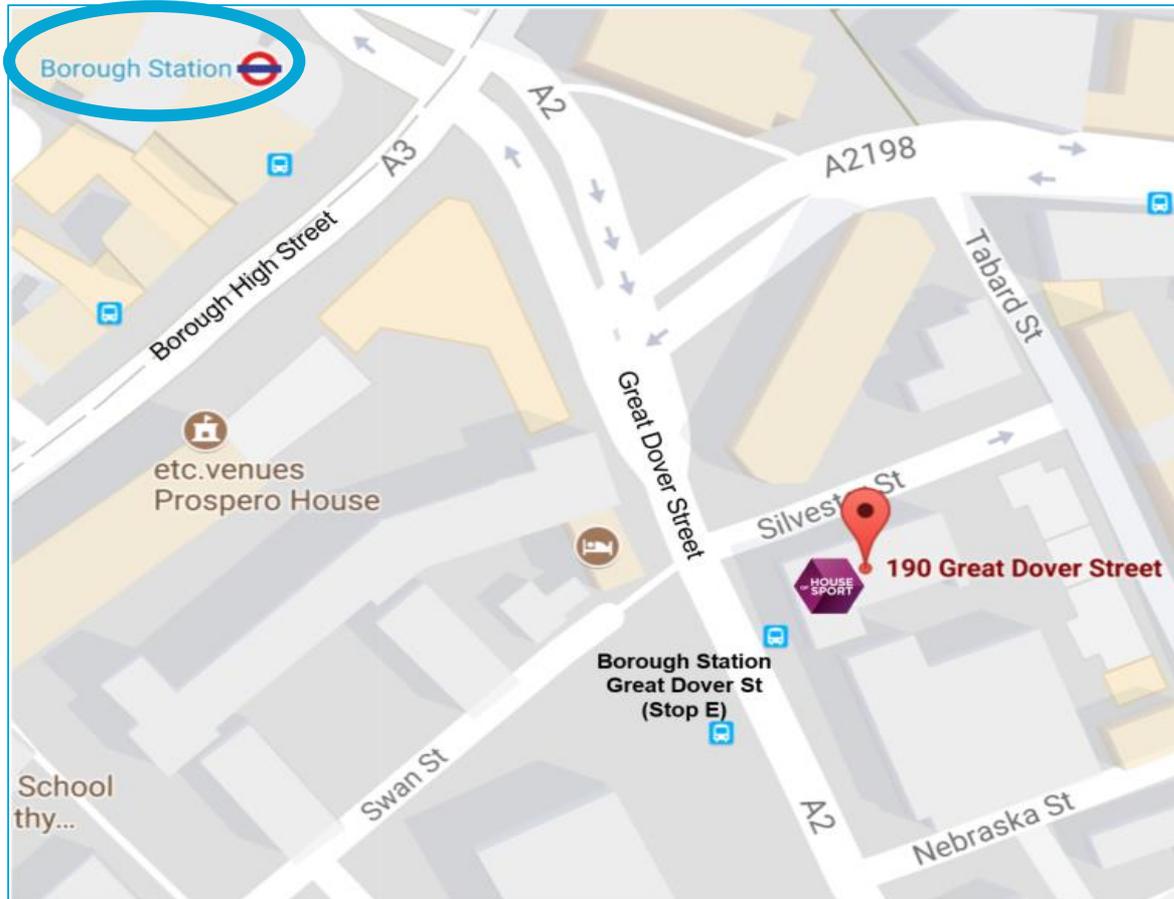
We're really looking forward to hosting you at House of Sport! Due to the Coronavirus pandemic there are a few changes you will need to factor in before visiting our space.

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.

- **Please scan the QR code** in the foyer to check-in as part of the NHS Test & Trace service.
 - If you do not have the app you must email at hello@houseofsport.org.uk 48hrs in advance to let us know you are coming.
- **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 from L4 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 if required. Our communal-use crockery and glassware items are not currently available although our refreshments are available as usual.
- 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) or give her details to the NHS Test and Trace service if required.

Visitor Welcome Pack

How do I get to House of Sport?



Getting here from
Borough station:

House of Sport
Marathon House
190 Great Dover Street
SE1 4YB

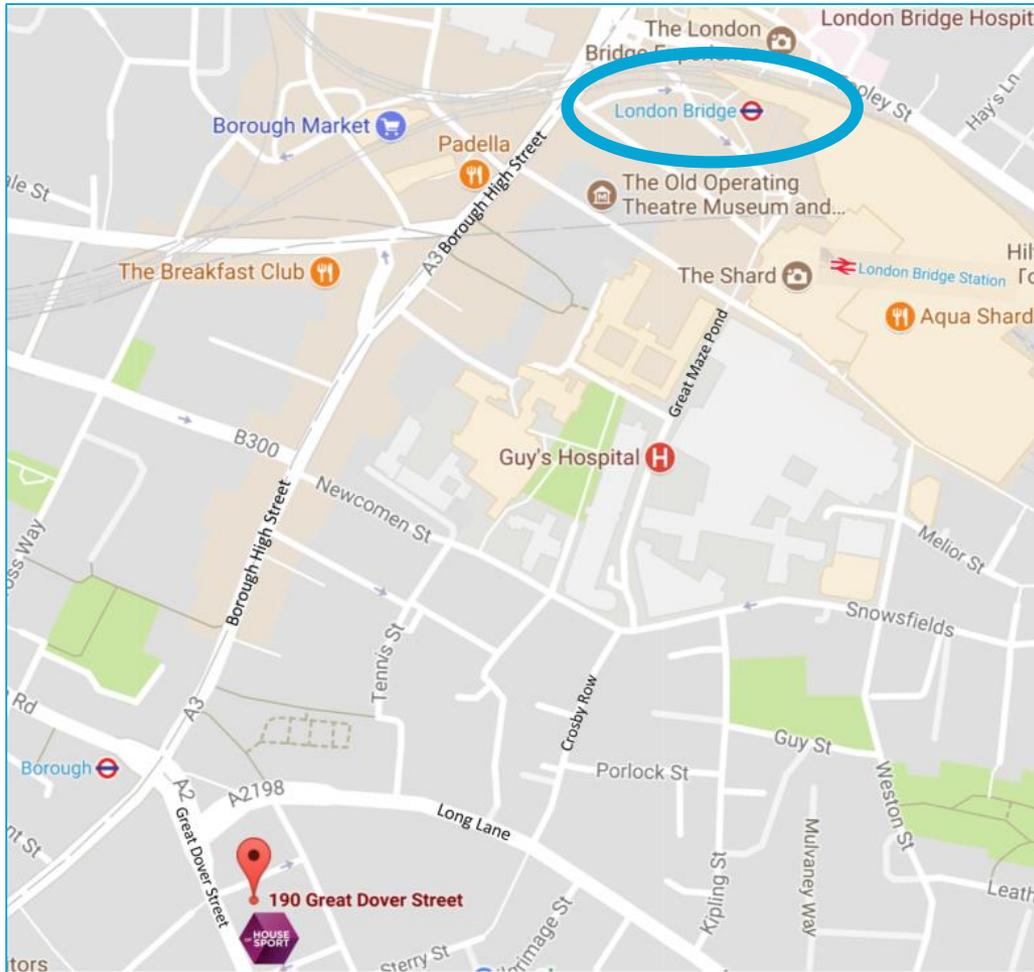
Borough Station is on the Bank branch of the Northern Line and in Travelcard Zone 1. House of Sport is approximately a 2 minute walk from the station.

Borough Station (Stop E) is right outside House of Sport. It is served

21	47	381
N21	N381	

Visitor Welcome Pack

How do I get to House of Sport?



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 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:



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How do I get into the building?

Reception

House of Sport begins on Level 3 of Marathon House and therefore doesn't have a ground floor reception as you might expect.

London Marathon Events Ltd occupy Levels G, 1 and 2 of the building and consequently has a ground floor reception area. *Unfortunately their reception area is not available to House of Sport Residents and their visitors, so we cannot access the building via their reception. Instead we use the single door to the right of their reception and an intercom system.*

Intercom

Located to the right-hand side of the House of Sport door on Great Dover Street there is an intercom panel. To access the building please;

- Select the relevant organisation from the list which will call them directly
- They will answer your call and open the door remotely. Please remember to speak close to the unit because the road is busy outside House of Sport making it difficult to hear sometimes.
- Complete the House of Sport Visitor Log on the windowsill.
- Wait in the Ground Floor lobby for your contact to greet you, or proceed up to the nominated floor if you have been asked to do so.

If the organisation you require isn't listed please call 'London Sport' who will be able to help you.

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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.
- 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 (map on page 7).
- 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

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Assembly Point



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What if I have any questions about my visit?

If you have any questions regarding your visit to House of Sport please speak to one of our team by calling the Helpdesk on **07948 080 497**.

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 assist 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 delay. You can email us at hello@houseofsport.org.uk to make the arrangements.

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

If you have any feedback about your experience at House of Sport we'd love to hear from you, so don't hesitate to get in touch by phone or email.

HOUSE OF SPORT • 190 Great Dover Street • London, SE1 4YB •  0203 848 4639 •  hello@houseofsport.org.uk

