

# Lane End

WHAT TO EXPECT WHEN ON-SITE

# WHAT TO EXPECT WHEN ON SITE

As we prepare for your arrival, please note the below on

It is important to note that we are being incredibly vigilant and have put in place the necessary measures to ensure the continued health, safety and well-being of our valued customers, staff and suppliers.

## SAFETY FIRST

- PPE equipment will be worn by all staff to protect our customers, suppliers, and colleagues at Lane End, and we will continue to offer free to use hand sanitation stations throughout the site. We request that all customers and suppliers wear masks in public areas.
- We induct all staff returning to work and educate them about monitoring symptoms.  
Any employees with symptoms or those who came into contact with someone showing signs of COVID-19 will be required to self-isolate for 14 days.
- All members of the team will be temperature checked twice daily by a senior manager.  
Strict measures are in place to wash hands, wipe surfaces, and to adhere to our distancing rules.
- We have implemented the necessary steps to limit interaction between our customers and our team.



## WHEN ON-SITE

- When arriving on-site, your electronic room key will be pre-made, sanitised and left on the desk for you to collect without a physical exchange.  
We may ask you to check your temperature at the self-service station in reception. Track and Trace protocols are to be observed.
- Upon arrival your training / meeting room will be easily accessible, sanitised and contain all amenities such as the lumens projector, screen and flipcharts and pens as well as Wi-Fi details without any or with limited interaction with staff.
  - Seating, within the meeting room, will observe the necessary social distancing requirements.
  - No pens or writing pads will be available.
- Tea, coffee and biscuits will be provided in the training / meeting room; on a self-service basis.
  - We kindly request that all social distance measures are applied, taking the well-being of others in this shared environment into account.
- A sandwich lunch with juice, will be delivered as a working lunch to the training / meeting room; pre-packed and wrapped.
- We may ask you to check your temperature during the course of the day.
- The staff will not enter or clean your bed / training / meeting room for the duration of use. However, you will be able to obtain additional and required items, upon request.
- Bed / training / meeting rooms will remain unsold and empty 48 hours after use.
- We have reviewed and amended the emergency evacuation procedures to comply with social distancing rules. However, in the event of a fire, the danger of the fire supersedes the threat from the virus.  
A copy of our official risk assessment is available, upon request.



# 3 Venue Information

## RECEPTION

Reception is open from 7am until 8pm with a night manager available throughout the night.

We accept all major credit cards.

You can check into your room from 2pm on the day of arrival and check-out is no later than 10am on the day of departure. Late check-out fees may apply.

## DINING

The on-site restaurant and bar facilities remain closed. However, should breakfast, dinner and any beverages be included in your rate this will be delivered to your room; at a time convenient to yourself. Menus are available from reception or prior to arrival, for selection.

We allow our guests to bring their own food and alcohol, or to order takeaway meals delivered to Lane End.

Local Restaurants, in Lane End, are as follows:

- The Grouse and Ale – Pub / Restaurant
- Zafferano68 – Italian Restaurant / Pub
- Strawberry Grove – Café and Deli

Furthermore, a vending machine located in reception is stocked and offers a limited variety of drinks, snacks and essentials for purchase.

## WI-FI

We offer free Wi-Fi throughout the site. Lane End benefits from its own private fibre optic link, providing superfast Wi-Fi and direct fibre broadband. The broadband fibre link is certified as 1GBps (2000MBps) from our server to the Virgin Media Data centre.

The speed you experience at Lane End depends on a number of factors including the speed of your device network card and the connectivity and speeds of devices at the other end of the network.



## OUTDOOR FACILITIES

Outdoor facilities include a 9-hole FootGolf course, two tennis courts, beach volleyball, 5-a-side football, 1 mile walking/jogging path and fitness trail.

## PUBLIC FACILITIES

Public facilities, including toilets and lounge areas, will remain closed, and guests are required to use their bedroom facilities and private balconies while on-site.

Outdoor seating will be made available for those who wish to have their meals outside.

## LOCAL ATTRACTIONS

The top local attractions, to visit, are:

- [Hughenden Manor](#)
- [Wycombe Museum](#)
- [The Rye Park](#)
- [Odds Farm Park](#)
- [St Lawrence's Church](#)
- [West Wycombe Park](#)
- [Hell-Fire Caves](#)

# Lane End

-  Reception
-  Wycombe Hall
-  Wycombe Court
-  The Pavilion
-  Wycombe Lodge
-  The Quadrangle
-  Lodge South
-  Leisure facilities
-  **THE CEDAR CLUB**  
• BAR • LOUNGE • LEISURE •



# 5 Our Commitment to Sustainability

## Playing our part for the environment

At Lane End we are actively engaged with minimising our environmental impact as a business. We were awarded the IACC Green Star accreditation for our sustainability plan and won the IACC European Global Award 2019 and the ECOSmart Gold Venue award 2020 for our efforts, but we keep pushing forward, seeking to lessen our impact wherever possible.

You'll notice that we've removed all single use water bottles. Instead we encourage guests to bring their own reusable water bottles and make use of the water dispensers in our coffee areas. Additionally we offer reusable water bottles at reception to be purchased at cost price. We have also removed single use toiletries and are well on our way to reduce all single use plastics by 75% by 2020.

We can all make a difference and we thank you for your help. Learn more about our sustainability plan at:

[www.laneendcc.co.uk/green-policy.html](http://www.laneendcc.co.uk/green-policy.html).



# 6 Privacy Policy

Lane End

## COLLECTION OF DATA

Lane End Conference Centre is committed to respecting the personal data you supply to us. The information we collect will be relevant to the purposes for which it is to be used and we will do our utmost to ensure that such data will be accurate, complete and kept up to date. Whenever personal data is obtained from you, you will have access to information as to how that data will be used.

Whenever we collect or process your personal data, we'll keep it for a period of 7 years to comply with HMRC regulations. CCTV footage will be retained for a period of 5 months and you can opt out of any mailing subscriptions at any time.

## USE OF DATA

Your personal data will enable us to keep you updated with relevant information, including special offers, discounts, promotions, events, competitions and any changes to the service we provide, etc. We'll do this on the basis of our legitimate business interests. Our communications may be via post, telephone or e-mail. You are free to opt out of hearing from us by any of these channels at any time. We may from time to time share your data with third parties if you have given your consent or when we are required by law to do so. You will be entitled to opt-out of receiving a chosen communication at any time by following the unsubscribe directions provided.

## DATA SECURITY

We understand that data security is a very important matter to all our customers. We will handle your data with the greatest care and take all appropriate actions to protect it against such risks as loss or unauthorised access, destruction, use, modification or disclosure of data.

Accountability: Lane End Conference Centre is committed to the principles of data protection and will carry out its business in accordance with the Data Protection Act 1998. To deliver this, Lane End Conference Centre has appointed a data protection officer responsible for the processing of personal data:

Belinda Gardner  
Church Road, Lane End, Buckinghamshire, HP14 3HH

[belinda.gardner@laneendcc.co.uk](mailto:belinda.gardner@laneendcc.co.uk)  
+44 (0)1494 881171

Should you require further information regarding your rights under the Data Protection Act 1998, please contact the Information Commissioners Office by telephone on +44 (0)1625 545745 or visit [www.ico.org.uk/concerns](http://www.ico.org.uk/concerns)

For the full version of our privacy policy please visit: [www.laneendcc.co.uk/Privacy\\_Policy.html](http://www.laneendcc.co.uk/Privacy_Policy.html)

#### BY ROAD

Lane End is conveniently located just off junction 4 on the M40.

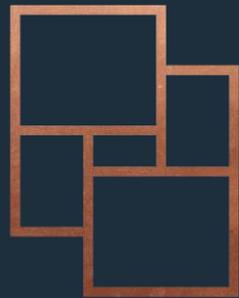
#### BY RAIL

Trains from London Marylebone call at High Wycombe station, 5.5 miles from Lane End. Trains from Paddington call at Maidenhead station, 10 miles from Lane End.

#### BY AIR

London Heathrow is the nearest airport just 30 minutes by car. Alternatively Luton, Stansted and Gatwick airports are all within a 60 to 90 minute drive.

<https://www.lane-end-conferences.co.uk/Location.html>



# Lane End

Church Road, Lane End, High Wycombe, HP14 3HH, United Kingdom

+44 (0)1494 881171  
info@laneendcc.co.uk  
www.laneendcc.co.uk