



Let's help you...

Patrick Centre (Level 2/3)



Welcome to Birmingham Hippodrome! We hope you have a successful and inspiring day in our unique building. Did you know that by holding your event with us you are making a direct contribution to our wider artistic and community ambitions as an independent charity, including the inspiring work of [Hippodrome CREATIVE?](#) Thank you!

To help your event go smoothly, we've put together some pointers about the event space you are using today

ARRIVAL, WELCOME & BAG CHECKS

Your safety is our main priority. Bag checks may be in operation at our Main Reception in Thorp Street, please allow an extra couple of minutes for the team to carry out these necessary checks.

Each delegate will be issued with a guest lanyard so that you are easily identifiable as an official visitor to our building. Please return lanyards to the reception desk when you leave the building.

YOUR HIPPODROME CONTACT

A member of the Hospitality team will be on hand throughout the day if you require any assistance or additional catering. Please ask a member of the Atrium Reception team (Level 2, ground floor) who will radio for assistance straight away.

SECURITY & PERSONAL SAFETY

The room is unlocked. If all guests are due to leave the room unattended please take any personal belongings with you or ask the reception team for the room to be locked.

There will always be a member of staff on duty who is First Aid trained. Please report to the Atrium Reception staff if there are any concerns.

EVACUATION:

In the unlikely event that the evacuation alarm is activated, please follow the following instructions. If one of the heat or smoke detectors is activated, a ladies voice will make the following announcement **“attention, attention this is an alert, please wait for further announcements”**. This will be repeated for three minutes, at this time, please be prepared to leave the building. At this point the Duty Management Team will be investigating what has happened. If the alarm is silenced please continue with your meeting and an announcement by our stage door team will tell everyone to stand down.

If the activated alarm then is announced with a male **voice stating “attention please, attention please, in the interest of safety please leave the building by the nearest available exits, do not use the lifts”**, you now **MUST** leave the building and make your way to our two designated meeting points at the front plaza of the theatre or Bank of China at the Top of Thorp Street.

If you are a wheelchair user or have limited mobility, a member of the Conference & Events team will show you the nearest safe haven to your meeting room. A member of staff will meet them and assist them safely out of the building when possible.

Please do not go back to collect any belongings, a member of the Duty Management team will confirm, if and when it is safe to re-enter the building.

WI-FI:

Wi-fi is provided free of charge. The Wi-Fi network is H-Hospitality and accessible by a password located on signage within the room.

ROOM TEMPERATURE: If the room **temperature isn't to your liking, please speak to** your technician who will assist.

TOILETS:

Toilets are located on the same level, turning right from level 2 and left from level 3 exit.

COATS, BAGS AND BROLLIES:

A coat rail is provided on request.

LIGHTING:

Lighting will be controlled by the technician who is looking after your event.

AUDIO VISUAL:

Audio visual equipment needs to be pre-booked. We can provide VGA and HDMI connectors and mics on request. The technician will assist with any technical issues.

STATIONERY:

We will supply a handy stationery box for your team containing pens, pencils, paper, highlighters, glue and scissors.

REFRESHMENTS:

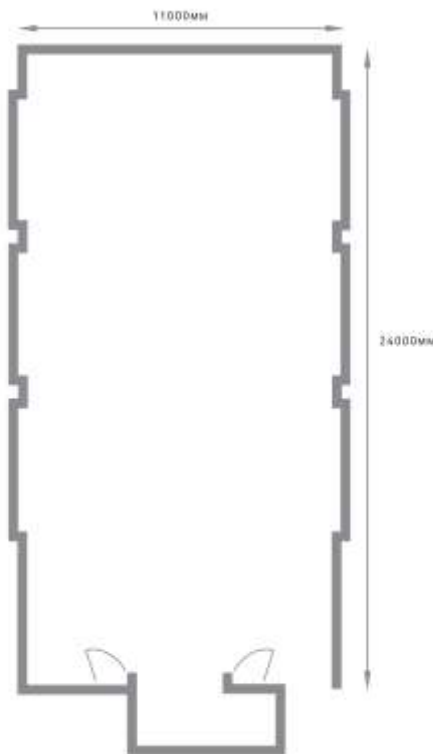
These will have been booked in advance and served at the requested times.

Should you require further hospitality during the visit, please ask a member of the team. The additional cost will be added to your final invoice.

DAMAGES:

Politely, we reserve the right to make a small charge for any lanyards which are not returned. This charge will be added to your final invoice.

We understand that accidents can happen. We will contact you directly about any damage sustained in the room during your visit and, where appropriate, charges will be applied to your final invoice.



Thank you for booking your event with us.

We hope to see you back at Birmingham Hippodrome soon. We offer competitive charges for repeat bookings – please ask the team to supply a quote.

Judith, Charlie, Clare
Business Development Team
0844 338 6500
events@birminghamhippodrome.com