

Beerex 2022 Q & A

Updated 1ST March 2022

This Q&A will be reviewed regularly until the end of March.

We recommend that you regularly check for updates and request that you finally do so AFTER 1st April 2022 when any late changes will have been incorporated.

Will Beerex 2022 be the same?

Our plan remains for it to be just as enjoyable and successful as ever. We have ordered a full range of over 60 real ales and 20 ciders on offer, and have confirmed with our partners at the Maltings the new range of food offerings originally planned for 2020, along with great entertainment with old favourites as well as new additions.

We are committed to providing a 'safe environment' not only in accordance with the relaxed Government public health guidelines and advice, CAMRA guidelines and the Farnham Maltings health and safety requirements but also those of the Farnham Beerex organising committee. Details can be found below.

As previously announced there will be three key changes to enable attendees to enjoy significantly more space and distancing. Firstly, the introduction of a new Friday lunchtime session from 11.00 till 15.00 with a capacity of 750 with some light swing music provided by the Farnham Big Band for which we still have some tickets available – book now on our website. Secondly, the Thursday evening session has been reduced to 750 attendees. Providing two sessions with a reduction of over 40% from normal capacity offers an opportunity to enjoy Beerex in as safe an environment as possible whilst keeping the Beerex ethos alive and kicking. The Friday evening and the two Saturday sessions have all been reduced to a maximum of 1000 attendees: down almost 25% on a pre-pandemic level. And finally, as a third measure, we have secured additional space available at all sessions, set up as socially distanced and seated rooms for those who are concerned and want to be able to maintain distance as much as possible. In addition, the food servery will move to the front of the Maltings in a new area enabling us to provide more space with shelters in the courtyard to enable usage in all weather conditions, rain or shine. For the quieter socially distanced spaces, 2pt fill-to-line jugs will be made available to assist transfer of beer from the bars and reduce the number of visits to the bars for those that are concerned. A small group can then send a less vulnerable mate down to the bar if they wish! People are in

many different places when it comes to exposure to crowds in enclosed spaces, and we are doing all we can to accommodate a return to as near normality as possible.

Will I still be able to collect a glass and programme?

Yes, there will be a commemorative glass and programme as usual.

We will also continue with the planned change from perforated tokens to a token card to reduce waste.

Can I pay by Credit Card?

Yes. Payment by Credit Card / Apple Pay and other contactless methods will be our preferred method of accepting payments from now on. There will be new and increased facilities to enable contactless payment for token cards on the day. We will still be able to accept cash but please bring your card to avoid contact.

What other impacts will Covid have on Beerex 2022? Will it be safe?

Keeping our visitors, Maltings staff, and our volunteers safe remains our primary focus so we ask that anyone displaying symptoms of Covid-19 or self-isolating does not attend Beerex. We advise that all staff and visitors take a lateral flow test before travelling and it's suggested that people wear a face mask when approaching the bars to fill their glass, or when moving around in pinch points such as the toilets. You may want to make sure you get your LFT kit now, if you don't already have them, so that you have some free of charge as we believe they may well be chargeable in April.

We have received a question about the use of LFT's and how to report them. We are pleased to share the situation as it stands below. LFTs are currently free and a pack of 7 tests are available either by having the pack delivered to your home address or by collection from a pharmacist together with a code. Information on both options is available at:-

<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>

If you cannot use the online service, call 119 (free from mobiles and landlines). Lines are open every day from 7am to 11pm. You can also order LFTs for another household.

Details of how to conduct a LFT are available at:-

<https://www.gov.uk/guidance/covid-19-self-test-help>

Details of how to report the results of a LFT are available at:-

<https://www.gov.uk/report-covid19-result>

- We will ask all staff to wear a mask or face shield whilst serving at the bars, and equally, we ask all customers to slip on a mask when approaching the

bars, or food counters, to keep our staff safe, and we strongly advise slipping on a mask in pinch points such as corridors and toilets.

- Sanitizer will be readily available in all locations.
- Frequent cleaning of touch points, toilets, tables etc.
- Customers are asked to make sure they keep their own glass.

We have relaxed the requirements in line with government legal requirements and their new 'living with covid' guidelines, and hope that our loyal customers and staff will see the sense in our approach and help us to keep everyone safe by following the simple requests above.

Are the tickets that I bought for Beerex 2020 still valid?

Yes. As long as you have not had them refunded in one of the four refund windows then you will be able to use your tickets for the same session in April 2022. You do not need to do anything. If you chose to swap sessions your new tickets have been sent to you by email and they replace your original 2020 tickets.

As announced last year, and as a thank you for doing so, we will also be offering a 'free first beer', but only to those holding a ticket issued for the original April 2020 event. The reissued and swapped tickets still carry the original order number and are valid for this offer.

I have lost the tickets / email. Can I get another copy?

Yes. Please email us at: tickets@farnhambeerex.org.uk

With the details that were on the original order including as much detail as possible from Name, Telephone number, Email address and number of tickets. If you have it the Order reference number or date of order also.

We can then resend your tickets but please don't leave it until the event week – we will be exceptionally busy preparing the event and response to emails may not be so fast, or even in time for you to attend the session.

What if I no longer want to attend, can't attend or have spare tickets?

As originally advised, all tickets were and are sold on a non-refundable basis and now, after 14th February when we allowed refunds to achieve the reduction in numbers at the sessions, we do not offer any further refunds. Reselling privately is of course your choice. You may like to post availability on the Beerex facebook page to connect with potential buyers.

Can I purchase more tickets?

Yes, all remaining tickets were made available on public sale on February 16th at 9.00am. Please check the website ticket section to place your order at www.farnhambeerex.org.uk

Will more tickets for the other sessions become available?

It is possible that a small number may be available in the run up to Beerex. If anyone advises they can no longer attend and donates their tickets for example, we will of course then add them to the ticketing system for resale with all proceeds still going to charity.

How can you help Beerex in 2022?

Apart from coming along and enjoying Beerex as always, we would ask everyone, if they can, to:

- a. Follow the simple guidelines outlined in the Covid impacts section above.
- b. Print out your ticket with the QR code and have it ready for our door staff to scan at entry – it will help us to get you in to the session quickly.
- c. We are still looking for volunteers to help at some sessions – if interested please contact bxstaff@farnhambeerex.org.uk

If you have questions that have not been answered by this document then please email your question to: enquiries@farnhambeerex.org.uk We hope you will see that we are doing everything possible to ensure the safety of our customers, and hope that you will comply with all the requests and help us keep you, our staff, and the Maltings staff safe.

Please continue to check the Beerex website and Facebook page for updates.

Thanks, and we so look forward to raising a glass with you all again.