



For conference & events enquiries please scan the QR code.

events.kiaoval.com

If you have any matchday or hospitality enquiries, please email hospitality@kiaoval.com.



The Cloud

In Wi-Fi settings tap on 'The Cloud' and wait for it to say it is connected. To complete the connection, it will automatically take you to the signing in page, and to get on line at the oval press 'Go'. Scroll down and click on 'Create an Account'. Enter all the information asked for, and you will be all set up and ready to go!

Duty Manager Card

Need Help?
Please call the Duty Manager
or
our reception team
020 7820 5678

Welcome to The Kia Oval

Thank you for choosing the Kia Oval to host your event. If you have any last-minute requests, please do not hesitate to contact your Duty Manager (card opposite). This booklet provides you with the relevant information for your visit, including who we are, key event day information, First Aid, Wi-Fi and contact details.

The Kia Oval has been the home of Surrey County Cricket Club since 1845, a stadium iconic the world over for its history and unique gas holders that have overlooked every game played at the ground since 1853. It has been the home to many County Championship winning sides and is the birthplace of The Ashes.

Aside from its rich cricket history, the Kia Oval provides modern and flexible spaces making it one of London’s leading conference and events venues. The ground hosts over 2000 events each year and we pride ourselves on putting the customer at the forefront of all the functions we undertake.

Sustainability at The Kia Oval

We recognise that sustainability should be at the heart of everything we do. We only get one world to live in – so we should look after it! We believe that, as part of the wider world, we should act in the most responsible and sustainable manner.

As a team, we ensure we continually action sustainable practices from our menu creation and sourcing to our event delivery, to ensure we are not only heading in the right direction but are leading the way.

The Kia Oval is accredited by Green Tourism and Eco Smart for our eco-friendly service approach.

Along with our catering partner, Compass UK&I, we are committed as a venue to being Climate Net Zero by 2030.



How to Report a Matter or Concern

- IF YOU SEE SOMETHING SAY SOMETHING
- Our Safeguarding Lead is Heidi Langrish who can be contacted on 07843 977020
 - Email safeguarding@surreycricket.com.
 - If you or someone else has a safeguarding concern, please share it (anonymously if you wish). If someone is at imminent or immediate risk, you must phone Police or Local Social Services immediately – following which please contact our Designated Safeguarding Lead (details above) for local advice and support.
 - ECB Safeguarding Team 020 7432 1200 or safeguarding@cricketregulator.co.uk
 - NSPCC on 0808 800 5000
 - Childline on 0800 11110 or by post Childline Post Freepost 1111 London N1 OBR
 - If someone is in immediate danger, call the police (999).

Our Strategic Vision

As part of Surrey County Cricket Club’s Strategic Vision, we aim as a venue to integrate the three key approaches of Integrity, Inclusivity and Innovation into all our events. We strive to do the following:

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|---|---|
| • Ensure that ‘Everyone is Welcome’ at the Kia Oval | • Invest in the Conference & Events atmosphere and experience |
| • Completely integrate and communicate the Club’s Equity, Diversity & Inclusion Action Plan | • Deliver safe and secure events |

Our plan is to build on the strong foundation Surrey County Cricket Club and The Kia Oval have created and drive the venue, even further, into a more welcoming and inclusive environment.

We are a not-for-profit organisation. All our profits get reinvested to ensure we can continually improve each person’s experience at the Kia Oval.

FAQs

Please scan this QR code for further information regarding your visit to the Kia Oval.



Key Event Day Information

Fire Safety Procedures

Please familiarise yourself with escape routes and alarm call points. Please ask your Duty Manager for the closest exit routes upon arrival.

If you discover a fire, immediately raise the alarm by breaking the glass on the nearest fire alarm call point located on each floor. Please report directly to your event manager to inform them of the fire location.

Please note that the fire alarms are tested on a Monday morning.

- In the event of an evacuation:
- On hearing the fire alarm, leave the building via the nearest escape route, look out for the green signs above doors to highlight a fire escape and assemble at:
 - For the Bedser Stand, Galadari Stand or Pavilion: PAVILION STAND MAIN FORECOURT
 - For the JM Finn Stand: JM FINN STAND CAR PARK
 - DO NOT use the lift
 - DO NOT stop to collect your belongings
 - Bring your delegate list, so we are able to assist you in checking all attendees are accounted for
 - Close all doors when you leave
 - Please remain away from the building and do not re-enter unless advised by a member of facilities/operations or fire brigade, if in attendance.

Disabled users that enter the site will be taken through the Personal Emergency Evacuation Plan (PEEP) that is personal to them and completed with the Duty Manager.

Within each stand we have Emergency Evacuation Chairs in a number of the fire escape stairs at each floor level. Specific staff have been trained to use these chairs to safely evacuate user/s down to the fire assembly point.

Housekeeping

Your event manager will advise you on the day of the housekeeping and emergency information. We would be grateful if you could cover this in your introduction to guests at the beginning of your presentation or opening speeches.

Accident, Incident and First Aid Information

Please contact your Duty Manager in the first instance for any medical assistance. We have trained staff on site that are qualified in emergency first aid, including the use of defibrillators. If a person requires treatment from an accident-related injury whilst on the site, there are 3 hospitals in close location. They are as follows:

- St Thomas Hospital – 1.1 miles - Westminster Bridge Road, London SE1 7EH
- King’s College Hospital – 1.3 miles - Denmark Hill, London, SE5 9RS
- University College Hospital – 3.1 miles - 235 Euston Rd, London NW1 2BU

Allergen Information

Please scan the QR codes provided on all our menus to see what items suit your dietary requirements or food allergies. Please speak to the event manager to ensure each guest is catered for.

Multi-Faith Room

The venue’s Multi-Faith Prayer Room is located on ground level of the Bedser Stand, accessed via Entrance 32. The Multi Faith Prayer Room can cater for 20 people at any time and is open for all faiths.

Safeguarding

Surrey County Cricket Club is committed to creating and maintaining a safe and positive environment for all and accepts our responsibility to safeguard both children and adults involved in all levels of cricket in England and Wales in line with national legislation and relevant national and local guidelines.

Surrey County Cricket Club acknowledges that safeguarding is everybody’s responsibility and is committed to preventing abuse and neglect through safeguarding the welfare of all children and adults involved.

To support this and to embed safeguarding throughout the Club we have put in place safeguarding policies andw procedures – these can be found on the Kia Oval website.

