



Dear Customer

I would like to share some information on how we're dealing with the impact of Coronavirus and the steps we are taking but before that, we would like to express our sincere thanks and gratitude for the messages of support we have received from our clients during this time. We sincerely hope that you, your family and loved ones are keeping safe and well.

Our situation

Since the official lockdown date all of our staff have been able to take advantage of our IT systems to work remotely and hopefully this change has been seamless for our customers although we do really miss each other..!

However, COVID-19 has dealt the global event industry a crushing blow with the cancellation of all immediate events and very little confirmed business on the horizon. To this end we have taken advantage of some of the support schemes offered by the Government which will allow us to respond immediately when confidence in running events returns and it is safe to do so.

We are committed as a business to get through this uncertain period against the backdrop of our strong financial position, loyal clients and supplier relationships together with our skilled and dedicated team. We have worked for 16 years to build a company we are proud of and we are determined to see it continue into the future.

Current events

In most cases events have been postponed, but where that has not been possible we have worked hard to ensure cancellation costs have been kept to a minimum or to contractually agreed amounts with venues and other suppliers.

We appreciate that many of our clients already have advanced and sophisticated technical resources at their disposal, but if you decide to look to the virtual world to keep in touch with your own clients and need help or support, please get in touch.

Getting a head start

The end of this turmoil may seem a long way off, but it will end and when it does, we will be here to help you get your plans back on track.

The demand for venues, suppliers and other event services will be extremely high so the sooner we can start talking, the better chance we have of securing the preferred dates/venues for our clients. It will also help to bring back some much-needed confidence & certainty to the supplier network in our hard hit sector.

Thank you

Thank you for taking the time to read this and thank you again for your continued support. We look forward to working with you to create more amazing events in the future.

If you would like to discuss your forward plans, upcoming events or any online requirements, then please call us on 01344 643409 or drop us an email; we'd love to hear from you!

Keep well and stay safe.

Kindest regards,
Sam, Julie, Neill,
and the whole team at Chill Out! Event Management



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