

Clubhouse Guidelines:

The club will be open to welcome members for food, drink and friendship. It is very different having rules to use at the Club, but we aim to keep members and staff safe by following all the advice. The following guidance is to help in this new world –Your feedback is very welcome

Opening Hours: At the weekend's bookings are spread over two-hour slots:

Wednesdays & Fridays	5.30 p.m. - 10.00 p.m. Bistro served 5.30 p.m. – 8.30 p.m.
Saturdays	Bar open 10.00 a.m. – 10.00 p.m. 10:00 p.m. – 3.00 p.m. Food served 5.30 p.m - 8.30 p.m. Bistro menu
Sundays	Bar open 10.00 a.m. - 4.00 p.m 10.00 a.m. - 3.00 p.m. Food served

Booking Essential:

Booking for the week opens on Tuesday at 11.00 a.m. and is by telephone only–**not emails** –to the Office: 01621 782105.

Please ring in Office Hours:

Thursday and Friday. 9.00 a.m. -5.00 p.m.

Saturday 9.00 a.m. – 5.00 p.m.

Sunday 10.30 a.m.-12.00 noon.

All bookings are staggered at 10-minute intervals, so not to all arrive at once. You are welcome for drinks as well as food. Your booking will be confirmed at the time you speak to someone. It is first come first served and you will be asked for names and the number of people and households at your table. Indoors tables are mostly for 2 or 4 from the same household or, with another table next door at social distance, for 4 people from 2 households. (There are a few tables for 6 people from 2 households.) On the balcony tables are for up to 6 from up to 3 households. There is a marquee over half the balcony. If the weather is bad the indoor tables will be popular! Everyone has to be seated and served at their table. In these early days the Club will take bookings for members and their households only. If you book and cannot make it please remember to cancel to release your table for another member.

Arriving at the Club:

Please arrive at your booked time and enter by the front door and wait to be met. You will be temperature checked (the staff are also checked) -we have the kit! The staff are also wearing protective visors. To preserve distancing there is a one-way system and separate routes to the indoor bar (straight in) and the balcony (via the Lift Lobby door). These are all clearly marked, and you will be shown to your table. (We are using the downstairs only -the first floor is closed to members for now as it is entirely used by staff for preparing and delivering food.)

Food and drinks orders

Once seated your server will take your food and drinks order and deliver to the table –please do not go to the bar. Menus will be online –click on the ‘Social and Bistro’ button to look before you arrive but not to book food. You will find instructions and a mobile number taped to your table, this is for you to text your food and future drinks orders to your server. (This could catch on!) Or you could speak on the mobile but we reserve this please for those who are unable to text, mention this when booking. Payment is by Club Card or contactless on a mobile trolley. No cash please. How to top up online details are now up under the ‘top up your Clubcard’ button on the home page.

Toilets

The downstairs toilets are for use by members one at a time.

The main doors to the toilets will be propped open – please check the inner doors are also open before entering.

There will be sanitisers outside and inside. Staff will resanitise every 30 minutes.

On exiting the toilets please leave the Club by the back door and come back in through the front door to go back to your table following the one way system.

(We have elbow operated door closers on order for following weekends which will make life easier.)

Smoking

As the balcony is all for food please use the area above the Changing Rooms for smoking.

Leaving the Club

Exit is through the back door. From the inside bar leave in the usual way. From the balcony please go through the Wet Room and out the door. And we hope to see you again soon –enjoy your Club.