

## Clubhouse Guidelines

Updated 24 September 2020

As members will be aware, as of 24 September the government has updated its COVID 19 guidelines. The additional measures for hospitality venues are as follows:

Pubs, bars and restaurants to close at 22:00 BST.

They will be restricted to table service only Face masks compulsory for bar staff and customers when not seated at the table to eat and drink.

Fines for not wearing masks or following rules increased to £200 for first offence.

Businesses legally required to take customers' contact details so they can be traced if there is an outbreak. They can be fined up to £10,000 if they take reservations for more than six, do not enforce social distancing or do not take customers' contact details.

Please also take time to re-read the update of 14 September below, which is still in force and the amended Club opening times and booking procedures.

Updated 14 September 2020

As members will be aware as of 14 September the government has updated its COVID 19 guidelines. We have updated our guidelines in this respect as well as amending some opening times and booking procedures, please do take the time to re-read the attached.

In summary the new rules, which are now law, not advisory:

Only 6 people may meet inside or outside

Social distancing rules remain with recommendation to be outside as much as possible

Avoid social interaction with anyone outside the group you are with, even if you see other people you know

Provide your contact details to the Club so you can be contacted if needed by the NHS Test and Trace programme.

The club will be open to welcome members and their guests 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 and to keep us open, by following all the new laws (effective 14<sup>th</sup> September). The following information below is to help in this new world.

### Opening Hours:

Wednesdays & Fridays            12.00 p.m. – 2.30 p.m.  
Lunch served 12.00p.m – 2.30 p.m.  
5.30 p.m. – 9.45 p.m.  
Bistro served 5.30 p.m. – 8.30 p.m.

Saturdays                            Bar open 9.00 a.m. – 9.45 p.m.  
10:00 a.m. – 3.00 p.m. Food served  
5.30 p.m - 8.30 p.m. Bistro menu

Sundays                                Bar open 9.00 a.m. - 4.00 p.m  
10.00 a.m. - 3.00 p.m. Food served

### Bistro Booking Essential:

Booking for the week opens two weeks prior (with effect from 21 September 2020) and is by telephone only– sorry we cannot accept booking by **emails** – to the Office: 01621 782105. You may also book for lunch but this is not essential.

All bookings are staggered, to maintain the need to observe social distancing in the entrance hall. You are welcome for just 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. **Your details will be kept on record for 21 days for track and trace purposes and you will be responsible as the lead booker.**

The new laws mean that a maximum of 6 people from any number of households may sit together both inside and outside.

Everyone must be seated and served at their table and please no wandering, swapping or interaction with other tables, under the new guidelines issued to us.

If you book and cannot make it, please remember to cancel to release your table for another member.

You can ring or pop down on the evening for bistro, but we cannot guarantee availability, so it is always best to book.

### **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)

The staff are also wearing protective visors/masks. 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.

### **Ordering in the club**

You can either place your drink (and food if you know it) order once you arrive in the foyer or once seated your server will take your food and drinks order. They will deliver to the table –please do not go to the bar.

Menus will be online too by Wednesday–click on the ‘Social and Bistro’ button to look before you arrive.

If outside, you will find instructions and a mobile number, this is for you to text future drinks orders to your server, to save waiting times.

Payment is by Club Card or contactless. No cash please. Please advise this to the staff as they take your order/when you text.

How to top up online details are now up under the ‘top up your Clubcard’ button on the home page.

### **Toilets**

If you are seated outside- 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.

If seated inside- you may go back to your table through the club, with social distancing and mindfulness in narrow spaces.

There will be sanitisers outside and inside. Staff will re-sanitise at regular intervals.

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.

### **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.

We thank you for your understanding and following the steps above in what are astounding times. So we can keep our club open and flourishing all in line with the law and guidance.