



## **Our Approach to keeping members safe and secure**

In response to the COVID-19 pandemic we have enhanced our exacting standards across all aspects of the Club's operation. The changes we have implemented are based on guidance received from HM Government, Public Health England and the NHS, supported by industry specific advice from UK Hospitality.

We can confirm that we have complied with the Government's COVID-19 Secure guidance on managing risk of COVID-19 in the workplace. Due to the constantly changing nature of this guidance and advice, our internal operating practices and protocols will be continuously changing and immediately updated. The information set out below may, therefore, change without notice.

As we are managing serious public health issues, we depend on the full support and cooperation of all our stakeholders – our members, their guests, our staff and our business partners. Only through collective efforts can we successfully combat the spread of COVID19 and keep each other safe and healthy.

## **Our Staff's commitment to you**

All members of staff are required to:

- Have their temperature checked each day before entering the building. If found to be above 38 degrees they will be refused entry
- Stay at home when unwell
- Practice good personal hygiene including regular hand washing (or use of hand sanitisers)
- Follow official guidance on self-isolating
- Wear personal protective equipment where appropriate
- Follow a policy of no physical contact (including handshakes) and maintain physical distance where possible
- Follow the club's COVID-19 Secure operating procedures
- Shift patterns have been staggered and service hours adjusted and the number of staff in the club has been reduced by promoting working from home, where roles allow for it. All the staff have undergone COVID-19 Secure training and awareness and this will continue on an on-going basis.

**Important: We respectfully request that if you or any of your guests are displaying any symptoms of COVID-19 ([www.nhs.uk/conditions/coronavirus-covid-19/](http://www.nhs.uk/conditions/coronavirus-covid-19/) ) that you call us to postpone your visit**

## **Our Valued Members and Guests**

- On arrival at the club you will be asked to register with the front desk staff and your contact details recorded. These will be retained for 21 days to assist with NHS Test & Trace.
- In addition to the regular use of hand sanitisers, which will be placed throughout the clubhouse, we ask that you respect the 1m+ social distancing guidance
- Cash will not be accepted, unless arranged in advance with the Secretary
- Due to the COVID-19 restrictions currently in place, some of our activities, services and facilities are unfortunately not available for the time being
- The Secretary is responsible for all aspects of our COVID-19 Secure operating plan. Please contact us at any time prior to, or during, your visit should you have any concerns relating to this or any other matter
- The storage of luggage will be discouraged. Anything left with the hall porter will have to be sanitised
- If in the unfortunate case, you have any COVID-19 symptoms such as fever, a new persistent cough, shortness of breath, or loss of taste or smell, we respectfully ask that you do not come to the club. - It is important to note that for the safety of all our members, guests and staff that anyone displaying symptoms consistent with COVID-19 will be requested to seek medical attention. Should you be asked to self-isolate, we would ask that you leave the club immediately and return home.



## **The Clubhouse**

- The highest food safety standards will continue to be maintained
- Physical distancing measures will be in place in all areas of the club
- A one-way system throughout the clubhouse will be implemented where possible
- Lifts may only be used by one person at a time, or two people from the same household
- Signage will be displayed around the clubhouse to reinforce the social distancing message
- Enhanced cleaning programme in public areas with an increased frequency in disinfection of high touch areas
- Hand sanitising stations will be provided at every area/doorway of the club
- Newspapers and Magazines will not be available for the time being
- The Business Facilities Room, Billiards Room and Mezzanine Library will be out of use for the time being
- Although the administration staff will be continuing to work from home where possible, members and guests will not be allowed into the Secretariat but will be seen at the front desk.

## **Our business partners**

- We will be receiving visitors and contractors at the club by appointment only
- Deliveries will only be accepted at the front door, suppliers may not enter the clubhouse unless they have an appointment
- Access to back of house areas restricted to staff only. No contractor use of welfare facilities is permitted

## **General Practices and Protocols - Food and Beverage**

- The Dining Room will only be accommodating a maximum of two households per table indoors. If you are more than two households, you will have to sit at separate tables to accommodate the guidelines set by UK Government. Parties of up to six people may sit together outdoors
- If you arrive without a reservation you will be required to give your contact details on arrival at the Dining Room
- We have reduced the number of available seats in the Dining Room and Smoking Room and expanded the spaces available on the Terrace.
- An informal all-day-dining style menu will be available in all areas with slightly amended service hours
- If table linen is to be used this will be set once you arrive at the table. Strict sanitisation of chairs and tables between use will be ensured by the Dining Room Manager and his team.
- Salt and pepper shakers will be removed and available on request. They will be sanitised after use.
- Cash payments will not be accepted unless arranged by prior agreement
- Both electronic and single use menus will be in place and displayed in all areas.