

## Control Measures COVID19

The government has now confirmed that pubs and clubs can reopen on the 4<sup>th</sup> July with strict guidelines to protect and ensure the safety of our staff and customers. We will constantly review and update our policies and procedures as and when the guidelines from the government change, or as a business we feel we can improve our process.

We will be adhering to the 2-meter distancing to ensure a higher level of protection.

We will need to control the entrance and exit of customers, how they make and receive orders and how they move around the premises. We will have clear signage around the premises to ensure our customers are aware of what we expect from them when using our venue.

Entrance to the venue will change depending on the weather and areas that we will be using. We will have signage to direct customers to the entrance point and our front of house staff will inform you of any one way systems and exit points.

On arrival the customer will be greeted by our front of house staff and will be shown to a table. The customer will have the option of ordering through our mobile app or have their order taken by a member of staff. We will encourage customers to remain at their table to ensure that 2mtr distancing is always met and overcrowding in areas does not occur. Stricter guidelines will be in place when sitting indoors as minimal movement will need to be enforced. Customers will not be able to order or stand at the bar.

**(Track & Trace)** On arrival we will be taking names and contact numbers of persons using the club for track and trace purposes. The customers details will be held securely for 21 days as set out by the government and keeping within the data protection legislation.

We will be encouraging increased hand washing and the sanitising of hands. Sanitising stations have been strategically placed around the premises. For additional protection there will be sneeze protection screens at service points at the bar. Although we will not be taking orders from the bar, other services may be required.

We will have increased cleaning routines during opening hours to ensure that touch points, seating areas and toilets remain sanitised during the day.

We will not be able to stage live entertainment and will have to reduce on the amount of functions we usually arrange throughout the year. We will make every effort to provide any entertainment that we can without breaking any guidelines our policies that we have set. At this current moment private functions are prohibited, this will change with government advice.

We are sure by now our customers will be aware of the hygiene procedures and guidelines that need to be adhered to so that our venue can remain a safe and enjoyable place to visit. However, things are forever changing and our guidelines in this document could be subject to change. Please keep an eye out for updates on our website, Facebook page and signage around the venue to keep informed of changes that may be made. Should you have any suggestions or have any concerns please bring this to our attention.

## **Control Measures**

### **Office**

- Restricted to authorised personnel only
- Areas worked at are to be sanitised after use
- Desks are positioned so workers are 2 meters apart

### **Toilets**

- There will be visible signs asking customers to form an orderly queue at a 2 meter distance through the changing rooms if the toilet cubicles/urinals are full
- The amount of cubicles and urinals in use have been reduced
- Regular cleaning of toilets with a cleaning schedule is to be displayed recording the date and times which is to be signed by the cleaner
- There will be hand sanitisers at the entrance to toilet areas
- Children must be accompanied by an adult when using a toilet.

### **Disabled Toilet**

- A 1 in 1 out policy to be followed
- There will be a hand sanitiser at the entrance of the toilet
- Regular cleaning of the toilet with a cleaning schedule to be displayed recording the date and times which is to be signed by the cleaner

### **Function Room**

- There will be hand sanitisers at the entrance of the function room
- The tables will be spaced to meet our 2-meter guideline
- Customers will be seated at a table by a member of staff. Staff will only move tables for larger groups on the condition that the space doesn't breach the 2 meter distancing
- Customers to be seated at a table

### **Lounge Bar**

- There will be hand sanitisers at the entrance of the lounge bar
- The tables will be spaced to meet our 2-meter guideline
- Customers will be seated at a table by a member of staff. Staff will only move tables for larger groups on the condition that the space doesn't breach the 2 meter distancing
- Customers must be seated at a table
- Additionally; Gaming machines will have disposable gloves next to every machine. The surfaces of the machines will be regularly wiped with anti bacterial spray
- Customers are encouraged to remain seated where possible

### **Snooker Room & Pool Table**

- The balls and cues will be kept behind the bar. These must be returned when the customer has finished using them.
- When returned to the bar the balls and cues will be sanitised as well as the surfaces of the pool/snooker table and surrounding area, e.g. tables and handles.

### **Children's Indoor Play Area**

- This area will not be in use and will remain locked

### **Restaurant**

- There will be hand sanitisers at the entrance of the restaurant
- The tables will be spaced to meet our 2-meter guideline
- Customers will be seated at a table by a member of staff. Staff will only move tables for larger groups on the condition that there is space doesn't breach the 2 meter distancing
- Customers must be seated at a table
- Customers are encouraged to remain seated where possible

### **Behind The Bar**

- There will be limited staff working behind the bar with a maximum of 2 people
- There will be a cleaning schedule checklist to be completed at the end of shift
- Constant cleaning of surfaces will be carried out
- There will be a sneeze screen between customers and staff at the till point
- Social distancing to be adhered to between staff

### **Arrival & Exit For Customers**

- On arrival the customer will wait at the entrance point to be seated at a table
- Customer information, relating to the track and trace scheme, will be recorded within GDPR legislation
- Customers will be asked on arrival if they have been unwell or had contact with someone who has felt unwell
- Customers will be asked to notify staff when they are leaving so areas can be sanitised
- Customers will be told on arrival about the toilet and ordering procedures

### **Kitchen Areas**

- There will be limited staff working in the kitchen with a maximum of 2 people
- There will be a cleaning schedule checklist to be completed at the end of shift
- Constant cleaning of surfaces will be carried out
- Social distancing to be adhered to between staff

### **Outdoor Children's Play Area**

- Awaiting Guidance

### **Field Area**

- There will be hand sanitisers around the field area
- The tables will be spaced to meet our 2-meter guideline
- Customers will be seated at a table by a member of staff. Staff will only move tables for larger groups on the condition that there is space doesn't breach the 2 meter distancing
- Customers will be allowed to stand as long as social distancing at a 2 meter distance is followed
- Allocated family areas have been created so that customers with children can have plenty of spaced with an extra security fenced barrier at a 2 meter distance away from other families. This should stop children from mixing with others out of their household or social bubble. The outside area will be fenced off for greater control of the customers in this area.

## **Ordering**

- As a way of contactless ordering we will be installing a mobile app where the customer can order and pay for their items from their tables
- Red and green service markers will be on all tables. This is so that if a customer can not use the app they can alert a member of staff by turning the marker to green. A member of staff will then take their order via a handheld tablet device. Encouraging contactless card payment
- Payment will be made via the app or by visa/debit card. Cash will be accepted but discouraged. A cash handling procedure will be in place. Staff will only handle money which has been sanitised all other money will be separated to be sanitised later.

## **Collecting Plates & Glasses**

- Disposable gloves must be worn and remain on until the glass or plate has been sterilised via a glass/dish washer.

## **Communication**

- Two way radios must be used and kept on person, each area must have a person with a radio on them
- The radios/ear pieces must be sanitised after use
- An ear piece is to be worn

## **Deliveries**

- A table will be put outside for all deliveries. These will then be brought in by a member of staff

## **First Aid**

- First aiders will need to adhere to social distancing measures as much as reasonably possible
- First aiders can instruct parents/guardians or individuals of a household or support bubble to perform first aid.
- In the event of a first aider needing to make contact with a person a face mask, gloves, eye protection and apron must be worn.
- A decontamination process will need to be implemented in the case of close contact needing to be made

## **Decontamination procedure**

- Remove apron and place in a bin bag
- Remove Safety Glasses and place in bin bag
- Remove Mask and place in bin bag
- Remove Gloves and place in bin bag
- Tie the bin bag and dispose of in waste bin
- Sanitise and wash hands