



## **CUSTOMER PROCEDURES**

- Entry to the bar is allowed only through the North door of the club house.
- Patrons will be met at the door. There they will be required to sanitise their hands, and asked whether they have completed the online booking form.
- Customers will then be shown to a table where a form will be available for them to fill out if they have not already booked online.
- At this point, they will be informed of the one-way system that we will be using.
- Arrows on the floor show which direction they need to follow if either using the toilets or exiting the premises.
- Orders for food and drinks will now be taken. Orders will be given to bar staff, who will fill the order and leave it on a tray for floor staff to deliver. Payment for goods will, as much as possible, be by credit card.

## **TOILET PROCEDURES**

- A hand sanitiser is in place outside the toilets which all will be encouraged to utilise before entry and exit.
- In the cubicles there are facilities for customers to sanitise toilet handles /seats/cisterns etc.
- A bin is in place for waste paper towels.
- Hand washing etiquette is strongly encouraged before leaving the toilets.
- Each sink has an A4 card displaying proper procedures in this regard.
- NOTE: Some cubicles will be closed and only opened when numbers require. This is to try and reduce the workload on staff, who will be required to wash down toilets periodically.
- Some sinks will be closed off to adhere to social distancing.
- Everybody will have to exit toilets via emergency exits, and return to their seat via the North door.
- Showers will be closed, as will changing rooms.

## **STAFF PROTOCOLS**

- At the start of a shift all have to complete LYRC contact tracing.
- At any sign of a cold or flu, or if they are feeling unwell, the staff member will be required to take time off work.
- Hand washing will be required before start and regularly during their shift.
- Staff will have to sanitise all tables and chairs, their trays, and counter surfaces before opening.

- They will be required to wear a face shield at all times.
- When customers leave, tables and chairs will be wiped down with sanitiser.
- Floor staff will be allowed a free flow policy in the bar areas.
- Staff will need to practice social distancing as much as their job allows.

#### **POINTS OF NOTE**

- All tables in the bar are of the requisite distance.
- There will be limited takeaway drinks available, which will be served through the BBQ west door.
- No club member will be allowed to stand at the bar for drinks.
- Food will be served on disposable plates with disposable knives and forks.
- All bar staff will be required to partake in a practical learning day so as to be well prepared for the serving of food and drink.
- Floor staff have stations where they will be working from, when they return empty glass to be washed, they will have to sanitise their hands before serving the next table.
- All health and safety practices as laid down by HASPC will be followed by bar staff.
- All of the other doors not being used will be left unlocked and be available for emergencies only.
- LRYC covid-19 officer is more than welcome to join the learning day to see at first-hand how it will all work.