

Cumberwell Park – Clubhouse and Catering Operations during Covid-19

This plan overwrites any previous versions and it relevant for the initial re-opening of Hospitality from Monday 12th April and any future lifting of restrictions.

Plan finalised on Sunday 11th April in advance of the re-opening part of the Hospitality area of the Clubhouse and Outside on Monday 12th April.

Further updates and additions will be made as the re-opening progresses.

This plan has been carried out for all clubhouse staff and customers

Further phases will reintroduce

- extended opening hours
- seating in the Wraxall Room and Bar Area
- use of the Upstairs Hayswood, Rushmead and Farleigh Rooms
- hosting events

Version 1 11th April 2021

Version 2 17th May 2021 (Phase 2) – opening of Inside Hospitality

Introduction

This is a living document that will be continuously edited and updated as understanding of the (COVID-19) virus improves and government guidance changes.

SARS-CoV-2 is a respiratory virus that can invade a host via the respiratory route or via hand to eye/mouth/nose contact, causing the disease COVID-19.

People who may appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means that we need to assume that anyone could be carrying the virus.

The virus can be transmitted by:-

- direct contact to face (ie. eyes, nose from droplets or aerosols spraying from an infected person onto another person who is in close contact).
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands onto eyes, nose and mouth. Other means of secretions getting onto surfaces could be from people touching their eyes, nose and mouth and then touching surfaces with contaminated hands.
- contaminated hands of infected people can transfer the virus directly to others (eg. handshakes) or onto hand contact surfaces which can be picked up by other people's hands and transferred to their eyes, nose or mouth.
- possible transmission from faeces to hands and then directly or indirectly to the body via hands and hand contact surface transfer.

The main controls are:-

- social distancing with government guidelines
- disinfecting hand contact surfaces.
- hand washing and hand sanitiser use at key moments.
- not touching eyes, mouth or nose with contaminated fingers.
- wearing a face covering inside all public areas at all times unless sat at a table

Scope of Phase 1

During Phase 1.0 we will reintroduce drink and limited food sales from the Wraxall Bar and Cafe serving customers on the Patio and on the Terrace. Takeaway will also be available.

Scope of further Phase Updates

Phase 2: Re-opening of Inside Hospitality

Permitted Areas

During Phase One the Customer areas are defined as:-

- The Patio area by the Putting Green
- The Terrace area at the end of the Wraxall Room
- The Wraxall Room Toilets
- The Changing Rooms

Specifically excluded Customer areas include:-

- *The Bar Area Seating – being used for queueing and service*
- *The Wraxall Room Area*
- *The upstairs toilets (staff usage)*

Food and Beverage Staff **[FBS]** areas are defined as:-

- The Wraxall Bar
- The Wraxall Kitchen
- The Upstairs Toilets
- The Bar Area by the TV for breaks and eating

Specifically excluded FBS areas include:-

- *The Pro Shop*

Admin Staff **[AS]** areas are defined as:-

- The Offices
- Reception Area

Customer Journey (Hospitality Usage)

Entrance and Exit of Hospitality

A ONE WAY SYSTEM IS IN PLACE

- As you look at the clubhouse from the main car park the one way system in place is around the left hand side of the Clubhouse for entry to the course AND the Hospitality areas and coming from the right hand side for exit from the Golf Course and the Hospitality areas - PLEASE FOLLOW THIS ONE WAY SYSTEM AS IT IS IN PLACE FOR THE SAFETY OF MEMBERS, GUESTS AND STAFF
- You can access the Changing Room Toilets via the normal outside route but when you exit the changing rooms you MUST come back round to the front of the Clubhouse and follow the One Way System.
- Golfers are requested that all golf clubs, bags, trolleys, etc are safely put away into cars before using the hospitality area.
- SIGNAGE IS IN PLACE REMINDING GOLFERS NOT TO TAKE CLUBS INTO THE AREA WHERE THERE ARE TABLES ON THE PATIO

Service and Seating Information

- Table service is now required by law so instructions will be provided on arrival for allocation of tables and how to order etc – Takeaway from the Bar is still allowed but face coverings will be required when you are inside.
- Signage is in place for directions and areas for seating and details of Table Service will be provided via signage and information on tables.
- **PLEASE DO NOT MOVE TABLES AND CHAIRS ON THE PATIO OR IN THE MARQUEE**
- **When leaving the clubhouse please leave via the Wraxall Room doors and head back to the Clubhouse past the changing rooms**

As per current government rules we are limited to:-

- Takeaway
- Tables of up to 6 Inside or from 2 households
- tables outside with groups up to 30 people

Restrictions

Children are permitted however they must be under close supervision of a responsible adult at all times in order to monitor social distancing rules

Customers contact details will be taken when checking in for Golf for Contact Tracing purposes, (name and phone number) We have to keep this data for 21 days and pass it to the government if instructed. Staff will be asked to check if details have been taken

Contact Tracing

We are required by law to Track and Trace all of our Customers so you are required to scan the QR code on your table via the NHS App or fill in a contact card which can be found on your table and hand to your server. Details will be destroyed after 21 days and will not be used for marketing purposes

Virus Symptoms

If you find you are showing one of the government's listed COVID-19 symptoms you should stay away from the Clubhouse and follow official guidance.

If you start showing symptoms whilst at the Clubhouse you should go home immediately and then inform us by telephone as soon as possible. We will then carry out deep cleaning procedures to all of the areas you visited

Disabled Access

Please inform us if you require level access to the clubhouse and our staff will be happy to assist. Disabled toilet in the Wraxall Room will be available

Capacity

Due to the limited nature of our hospitality space as well as limitations on numbers of people at tables there may be times when all tables are in use. We may have to restrict access, limit numbers and impose similar restrictions in order to cope with demand.

Total Capacity:

Inside – maximum of 72 seated, including:-

Outside:

Patio = 32

In front of Wraxall Room = 12

Terrace = 32

Opening Hours

Bar and Kitchen Opening and Closing Hours will be communicated to Members and are subject to constant review based on levels of business and Government Guidelines and Restrictions

Emergencies

In case of emergency:-

- A qualified first aider will be on duty at all times and first aid kits available as required.
- a defibrillator is available from the main office.

In case of the Clubhouse fire alarm sounding, all hospitality customers should congregate in the Emergency Assembly Point in the Celebration Garden

Golf Equipment

Golfers are requested that all golf clubs, bags, trolleys, shoes, etc are safely put away into cars before attempting to use the hospitality area.

For obvious reasons of distancing and lack of space there should be no golf clubs/bags/trolleys/shoes/etc on the patio or terrace

Upon exiting all courses golfers should exit via the left hand side of the clubhouse past the changing rooms or across the overflow car park. Access back to the Bar will be via the One-Way system via the side of the clubhouse

There is no access to or from the Bar and Café via the main lobby area

Cleaning

We have increased the frequency and scope of our cleaning procedures across the entire clubhouse.

Touchable surfaces are cleaned throughout the day, including door handles and frames, building fixtures and furniture.

A red card on a table means it is in use and occupied and this will be changed to green when the table has been cleaned and is ready to use again.

Sanitising stations will be provided inside the Bar entrance and on the patio

Customers are encouraged to wash their hands frequently, especially after using the toilet

Payments

Payments can be taken by:-

- contactless card (preferred)
- members' bar account
- cash (discouraged)

As per company policy, all outstanding tabs should be settled in full prior to the customer leaving the Clubhouse/hospitality area

Confidence in Staff

Serving staff will:

- all be trained and made aware of extra hygiene and social distancing measures
- wear PPE as required
- ensure any close contact time is kept to a minimum.

adhere to extra cleaning and sanitisation practices

Exit from the Golf Course is around the opposite side of the Clubhouse past the Wraxall Room and Changing Room or across the overflow Car Park