

## Reopening The Clubhouse

### RISK ASSESSMENT & PLAN

This assessment has been carried out on 30th June 2020, in advance of the re-opening part of the Hospitality area of the Clubhouse on 4th July 2020.

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

This assessment has been carried out for all clubhouse staff.

Further phases will reintroduce

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

Version 1	30 <sup>th</sup> June 2020	
Version 2	2 <sup>nd</sup> July 2020	
Version 3	7 <sup>th</sup> July 2020	
Version 4	17 <sup>th</sup> July 2020	
Version 5	7 <sup>th</sup> August 2020	Phase 1.1 – Re-commencement of Sunday Lunches
Version 6	11 <sup>th</sup> September 2020	New Guidance and Law in place from 14 <sup>th</sup> September
Version 7	New Laws and Guidance in place from Friday 23 <sup>rd</sup> September	

**(Updates Highlighted in Blue)**

## 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 1.0**

During Phase 1.0 we will reintroduce drink and limited food sales from the Wraxall Bar and Cafe serving customers in the Wraxall Room, on the Patio and on the Terrace

### **Scope of Phase 1.1**

Phase 1.1 will see the reintroduction of Sunday Lunches on a limited numbers basis operated in the upstairs Hayswood Room. (All social distancing and sanitisation guidance will be adhered to)

## Permitted Areas

During Phase One the Customer areas are defined as:-

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

*Specifically excluded Customer areas include:-*

- *The Bar Area Seating – being used for queuing and service*
- *The Changing Rooms (unless using toilets)*
- *The upstairs toilets (staff usage)*
- *The Upstairs Function Rooms*

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

- The Wraxall Bar
- The Wraxall Kitchen
- The Upstairs Toilets
- The Rushmead Room for breaks and eating

*Specifically excluded FBS areas include:-*

- *The Offices*
- *The Pro Shop*

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

- The Offices
- Reception Area

## Customer Journey (Bar Usage)

### 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 Bar and coming from the right hand side for exit from the Golf Course and the Bar - 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.
- The Bar and Wraxall Room can only be accessed from the Golf Course side of the Clubhouse - following the one way system. (Signage is in place)
- Golfers are requested that all golf clubs, bags, trolleys, etc are safely put away into cars before attempting to use the hospitality area.
- SIGNAGE IS IN PLACE REMINDING GOLFERS NOT TO TAKE CLUBS INTO THE AREA WHERE THERE ARE TABLES ON THE PATIO
- 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.
- ~~Please note the procedure for ordering food or drink:
  - Find a table with a GREEN card and note the table number
  - Turn the card over to RED
  - Place all food and drink orders at the Bar
  - Wait for any drinks and snacks at the Bar, any food orders will be brought to your table.
  - When finished please place your rubbish in the appropriate bins provided.
  - Leave the card RED on your table so our team are aware it needs cleaning.~~
- **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:-

- tables outside for up to six people from different households.
- tables inside for up to six people from different households.

### 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

Non-Member 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

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.

This is especially important during inclement weather when our main hospitality space is The Wraxall Room. We have also erected a marquee over the terrace area at the end of the Wraxall Room for additional covered seating.

Total Capacity: 112 seated, including:-

- Wraxall Room = 50
- Patio = 32
- Terrace = 30 (this area is now covered by a marquee)

## Opening Hours

The Bar opens from 9am on Mon-Fri and 7.30am on Saturday and Sunday - last orders on Mon-Fri will now be 7.30pm. (on occasions we may close earlier dependent on weather)

The Kitchen will be open from 10am Mon-Fri and from 8am Sat-Sun. The kitchen will close at 7pm each day.

All customers must have left by 9pm daily to allow for cleaning procedures to be completed to the entire hospitality area.

The closing times will be subject to review on a regular basis dependent on levels of business

## 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.

Serving equipment such as trays are cleaned after each use.

Plastic Glasses are in use for drinks and disposed of after each use.

Hot drinks will all be served in disposable cups.

Straws have been withdrawn until further notice.

All food items will be served in disposable trays and disposable cutlery will also be used.

Once an outside table has been cleared it - and its chairs - will be sponged down with disinfectant and then left to dry before the next use.

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 sanitised and is ready to use again.

Internal tables and chairs will be cleaned with appropriate cleaning materials at the start of the day and after each use.

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)

Where a member goes to use their bar card they should show you it but you should not take it from them. You can instead type the surname onto the screen and choose the correct member's name.

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

### **Customer Journey - (Golfers)**

#### **A ONE WAY SYSTEM IS IN PLACE**

Check in for Golf will take place at the Reception Desk in the Main Lobby of the Clubhouse.

- Entry to the Clubhouse for check in is through the doors to the right hand side of the main Clubhouse Door.

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 Bar and coming from the right hand side for exit from the Golf Course and the Bar - PLEASE FOLLOW THIS ONE WAY SYSTEM AS IT

Entry to all course will be past the Proshop, around the path by the putting greens and not across the Patio area in front of the bar as there will be seating in this area.

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



### Sanitation Controls.

The following risk areas should be given **heightened** cleaning at a minimum of every three hours:-

- door handles and push pads and door frames
- door frames
- customer toilets, including all touchable surfaces

The following risk areas should be given **critical** cleaning after each use:-

- tables
- chair backs/arm rests
- trays

The following risk areas should be given critical cleaning prior to each use:-  
staff timesheet machine (now located in the Rushmead Room)

- PPE safety visor
- till screen and touchable areas
- credit card machines

The following risk areas should be given critical cleaning at the end of each shift:-

- till screen and touchable areas
- credit card machines
- clubhouse telephone
- bar top surfaces / bar pump handles, etc
- bins emptied in the bar and in the customer areas
- coffee machine, portafilters, brush, etc

At the start of each day:-

- all inside tables should be sanitised
- door handles/push pads sanitised

At the end of each day:-

- all customer areas should be cleaned
- all outside tables and chairs sponged down with disinfectant
- all inside tables and chairs sanitised
- all bar surfaces sanitised
- all outside spaces checked for litter
- all bins emptied

Other considerations:-

- a hand sanitising point is provided at the entrance for golfers check-in and at the entrance for the Bar area

Appendix 1: Outdoor Plan.

