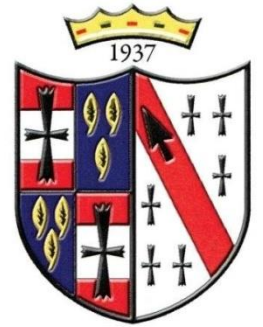




Lilleshall Hall Golf Club July 2020

Guide to members & guests for the
re- opening of the clubhouse on the 4 July 2020

Contents



Rules and Guidance

The Customer Journey

Opening Times & Menu

Maintaining Social Distancing

Employee Health & Food Safety

The Way Forward

Our Covid-19 Risk Assessment

Cleaning Schedule

Rules & Guidance

LET'S KEEP
OUR SOCIAL DISTANCE



Stay Safe

Respect our club house &
community

Respect social distancing



Always follow the one way system and signage,
and adhere to general notices

2 metre Social Distancing will remain in place
when arriving and moving around the clubhouse

Chairs & furniture are not to be moved, and
customers are to sit at least 1 metre plus apart

The safety of our staff, members and visitors are
of the utmost importance to us

If you feel unwell, or display any symptoms of
Covid-19, please DO NOT come to the golf club

The Customer Journey

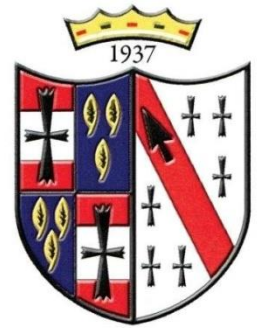
Coronavirus
COVID-19



Coronavirus
COVID-19
Public Health
Advice



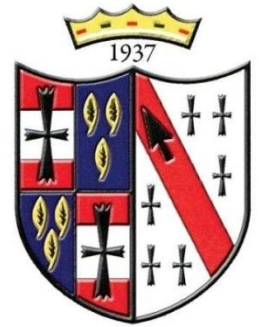
**Hand sanitiser
station**



For clubhouse facilities:

- After finishing your round, should you need to use the toilet, please use the changing room facilities, using the **outside** entrance.
- Access, both to and from the clubhouse, is via the balcony by the putting green (and **NOT** the main entrance).
- Disabled customers needing the lift are the only exception to these entrance and exit rules.
- Please follow the 2 metre queue system and directional signs at all times.
- On entry, **stop at the sanitising station**. You must sanitise your hands and take a moment to read Health & Safety guidance notices.

The Customer Journey



For bar/catering facilities:

- For the first few weeks we will be running a limited menu. Please avoid touching items that you are not going to purchase.
- Pay at the far end of the bar counter, using your bar card or contactless bank card.
- This will also enable us to adhere to the Government's 'Track & Trace' guidance.
- Please then find an available table, preferably outside. Indoor seating is also available **but standing at the bar is not an option.**
- Trays will be available, with a clearance area and bins provided. Please clear your tables once you have finished your food.
- Please do not rearrange furniture as this has been placed in line with social distancing rules.

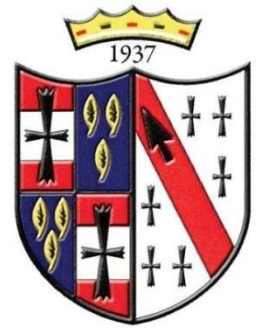
Customer Journey



- Please avoid unnecessary circulation, and repeat the initial arrival process if you are returning to the bar.
- If you need to use washroom facilities, these are only available downstairs, accessed via the balcony and outside route, and not through the main clubhouse.
- Please use hand sanitisers **both before and after use**, and follow hand washing guidance.
- Once you are ready to leave, please take trays to the table by the exit then
- follow the one way directions and exit from the balcony directly to the car park and **not** via the internal club house stairs.



Opening Hours



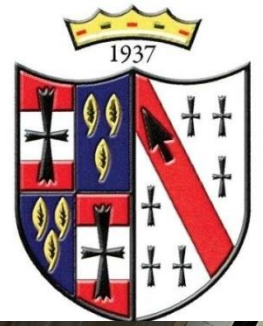
Mon to Fri 12:00 – 19:00

Sat to Sun 12:00 – 19:00

(but with flexibility depending on demand)

- There is no formal limit in terms of how long you can stay in the club house.
- **However**, space is limited so the bar staff may need to ask you to please respect the wishes of others wanting to use the facilities, particularly if you've been here for some time.

Menu



Maintaining Social Distancing



- Government guidance requires us to identify the maximum number we can allow so as to reasonably follow social distancing guidelines.
- We have duly carried out our risk assessment. We have a dedicated entrance and exit to and from the lounge. We have set the tables up to allow a group of 4 to sit together whilst still complying with the social distancing guidelines.
- Based on the above, the maximum number of guests to be seated in each area are:
Main lounge – 30
Outside balcony – 25
Total – 55
- With a limited capacity, we are unlikely to be able to allow children in the main lounge.

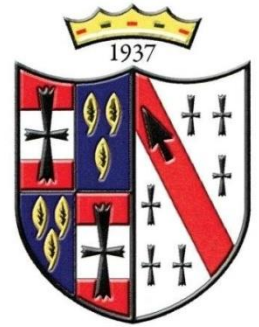
Employee Health & Food Safety



- PPE and training is being made available for all staff on their return.
- Food preparation areas will be regularly cleaned using recommended sanitising products.
- We aim to have staff allocated to specific roles and duties to avoid cross contamination.
- All staff will be frequently washing their hands, using sanitising soap and following government guidance on how to do this effectively.



The Way Forward



- There is no doubt that the member experience in the clubhouse will have to change, at least in the short to medium term.
- Reverting to old habits may breach the new guidelines and our ability to be a 'Covid-19 Safe Venue'.
- Please treat staff, and indeed all club officers, with respect and courtesy should you need to be reminded of these rules and guidelines, which have been introduced to protect all of us.
- Any flouting could jeopardise our ability to remain open and blatant disregard may therefore result in members being asked to leave



WE ARE BACK!



We are looking forward to welcoming you back to our clubhouse and to begin offering our fantastic service again.

We hope you have taken the time to read this presentation thoroughly as it is vitally important we all follow the guidelines so we can stay open and continue to serve our members

Take care, and we look forward to seeing you soon.

Cleaning routine



Toilets are cleaned and sanitised 3 times a day.
This includes all door handles, locks, taps etc



As well as the above, we are regularly using a
sanitising solution to clean handrails and all the
main surfaces in the clubhouse



Tables in the bar & catering area will be cleaned
and sanitised after each use

Lilleshall Hall Golf Clubhouse Risk Assessment for Covid-19 (July 2020)

Risk	Likelihood of harm – ascending scale 1-5 Impact - given the severity of the virus, the impact 5 in all cases	Response
Customers or staff could bring the virus into our clubhouse	5 - With carriers not always showing symptoms, and without local testing stations, always high risk.	Huge increase in general awareness since lockdown is helpful but the risk highlights need for clear distancing & hygiene rules & guidance. Clear signage asking anyone showing symptoms to stay away. We are considering routine enquiry re symptoms and recent trips abroad
People coming into contact (less than the gov't 2m guideline) with others	5 - Gov't guidance - to limit spread of the virus, people must stay 2m away. Risk of spreading by not doing so is very high	One way system introduced. 2m signage in queues and when moving. Tables 2m apart. When seating, individuals at least 1m plus, and back to back where poss. Screen at bar/till
Customers ignore social distancing rules and general COVID-19 government guidance	5 - Gov't guidance - to limit spread of the virus, people must stay 2m away. Risk of spreading by not doing so is very high	Regular checks will be made by staff with reminders as necessary, strict enforcement and zero tolerance on persistent rule breakers
Risk of customers contaminating the table and chairs where they have been seated.	4 - Customers bound to touch and, once seated, when talking / eating could put droplets from their mouth onto the table. Would be a 5 if we didn't have sanitising stations	Trained staff will clean the tables and chairs after each use, using our sanitising spray in accordance with effective directions
Use of club facilities, door handles to toilets, toilets themselves, wash basins, all present risk of spread	5 - When using facilities, customers are likely to touch the toilet doors, lids, handles, flush, taps, and could put droplets from their mouth or germs on hands onto these surfaces	Doors where possible to be held open. Signage reminding customers how to wash hands and to use sanitisers both before and after toilet use. Sanitising soap readily available and visible. Toilets sanitised three times daily with schedule on display.
Large number of people queuing at any one time in the clubhouse	2 - We will not have a lot of customers arrive at once, given the nature of golf, and with tee times staggered	Even so, we have maintained the 2m distancing for queuing and for any movement around clubhouse until seated
Cash payment and the transfer of notes/coins could create contact between customers and staff	5 - Money gets touched by many different people and therefore could be highly contaminated	Contactless payment only through bank card or members bar card. Staff to wash hands immediately if ever in contact with cash
Virus spreading via condiment bottles, salt, pepper etc	4 - Fairly high if customers share the same bottle, particularly if they then consume food with their hands	All now removed and, in their place, we have introduced individually wrapped sachets which will be made available on request rather than left on tables.
Staff could contaminate food whilst preparing, displaying or delivering to customers	3 - higher risk if and when we prepare cooked food but initially food prepared and pre-packed prior to display	We have inspected food preparation areas and will continue to do so. Food is prepared by staff wearing face masks and gloves, which are changed and replaced regularly and as necessary
Staff going into lounge and hence having contact with others including having to collect contaminated items	3 - higher risk if staff not wearing gloves	We will supply staff with PPE (gloves and face masks) and ensure staff training. The risk will be much lower initially as we will use disposable cutlery and plates, and provide trays so as to encourage customers to clear their tables 'MacDonalds-style' on departure
Customer contact with menus	2 – if customers share same menu, and then consume food with their hands, the risk of the virus spreading is high. However, low risk initially as menus will not be supplied on tables	We have removed menus from tables and replaced them with copies attached to suitable boards adjacent to food offerings and by till area. Longer term, we are looking at phone Apps for ordering
Staff could come into close contact with one another in a close working environment	5 - Gov't guidance - to limit spread of the virus, people must stay 2m away. Risk of spreading by not doing so is very high	We will limit the amount of staff on at anyone one time, without increasing the risk of other tasks not being completed
Temporarily removing face masks if a customer is hard of hearing or any other reason	2 - Medium risk, staff have been trained, and will be washing hands regularly, risk of contaminating face mask is low	Ask staff where possible not to touch facemasks but can be replaced if needed