



Re-opening the Bar & Galley

Version 4.1 Approved by GC 6th October 2020

Overview

This will be a three phase process :

- **Phase 1** : Bar only – carry-out service when alcohol not being served; table service when alcohol available; volunteer run; hot and cold drinks; crisps/cake/confectionary. Bacon baps to be added (Sat. mornings) if practicable.
- **Phase 2** : Bar and restricted Galley service – seating accessible in Clubhouse; part volunteer, part staffed; as Phase 1 plus limited food preparation (rolls, bacon baps, basic lunch menu on Saturdays).
- **Phase 3** : Full catering service – subject to appointment of Catering Manager.

This document only covers Phase 1 and has been updated :

- a) Because of changes to Government regulations concerning the operation of bars, pubs and restaurants and the sale of alcoholic drinks, in particular the need for table service.
- b) Recognising that the weather is no longer always suitable for sitting outside, even under the Clubhouse awning, so we need to make internal seating available.

Phase 2 and Phase 3 will be covered in subsequent revisions.

Key Government Requirements

These can be found at <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery> . This document is based on the on **1st October** update, but the regulations have changed five times since 23rd September so there may be the need for further changes.....

Phase 1

1. Access

- 1.1 There are good, clear pathways through the Clubhouse with excellent visibility throughout so it is easy for people to maintain their distance from each other.
- 1.2 One way system – entrance through Clubhouse front door; exit via Fire Exits onto terrace.
- 1.3 All doors to be left open to avoid use of handles, subject only to weather conditions.
- 1.4 Hand sanitiser stations fitted next to entrance and inside lobby.

- 1.5 Ideally 2m social distancing to be observed but “1m plus” now acceptable as face coverings are required unless people are sitting down and consuming their drinks/snacks. Notices and some floor markings (walkways) to remind people.
- 1.6 Members either take a seat once purchase completed (counter service hours) or take a seat and are served (during hours when alcohol is being sold).
- 1.7 Number of people in Clubhouse is naturally restricted by the number of seats available and by observing distancing requirements.
- 1.8 Wheelchair users gain access up the ramp and through the automatic door as usual (security grill to be opened). They also have to exit this way against the “one-way” system but this is not a large group of people at present.
- 1.9 Since re-opening the bar is no longer “self-service” in the sense that any member used to be able to go behind the bar to serve themselves (see Section 6 – Staffing).

2. Service & Payments

- 2.1 The bar has been operating as a “take-away” service during August and September. This is no longer permitted legally when alcohol is being served (when “table-service” is now required) but will continue (as “counter service”) when the bar is only serving non-alcoholic drinks (e.g. during youth coaching on Saturday mornings).
- 2.2 When counter service is in operation drinks and food are purchased at the bar; one customer at a time; notices to identify order and collection points. After a purchase is completed people must sit down in groups of up to six to consume their drinks and food (seating arrangements are covered in Section 8 below).
- 2.3 When alcohol is being sold then people must sit down in groups of up to six and **be served**. One person from each group is to be nominated by the group as the waiter/waitress. They will take the group’s order and a means of paying to the bar, then return with drinks/snacks (trays available).
- 2.4 One waiter/waitress nominated by each group is in line with the current regulations providing that they only serve their group; do not interact with other groups; and maintain social distancing from other people serving. In terms of serving it is no different from having a number of volunteer waiters/waitresses helping the bartender to serve; it avoids the bartender having to walk about taking and delivering orders (safer for them and less mixing); and it is in line with the Government’s advice to keep the number of tables being handled by individual staff to a minimum so they are less likely to transmit a bug between different groups of six).
- 2.5 In order to minimise the number of trips between each table and the bar then ideally :
 - Each group should decide what they are ordering before entering the Clubhouse so that the waiter/waitress can order, pay and pick up before continuing to their table OR
 - The waiter/waitress should take multiple orders and means of payment to the bar and carry them back to the table together.

- 2.6 A physical “barrier” has been used to keep customers away from bar. With the use of face coverings this is no longer necessary and removing it gives more space in the entrance area.
- 2.7 iZettle terminal positioned on the counter adjacent to the sink so the bartender can look at the customer or waiter/waitress and select purchases on the system before serving.
- 2.8 The bartender will place drinks and snacks near the card reader where they can be paid for and picked up by the customer (counter service times) or waiter/waitress (table service times).
- 2.9 Where at all possible the card reader should not be taken to a table for payment. The current iZettle system only allows for one order to be processed at a time so this would mean multiple trips per table (unless one person pays) and would mean other waiters/waitresses queueing at the bar whilst the reader is returned. If the card reader is taken to a table then it must be sanitised by the bartender when it is brought back.
- 2.10 The card reader is connected to the payment system by Bluetooth – no need for bartender to be anywhere close to it whilst the customer / waiter / waitress pays and picks up their purchases.
- 2.11 Payment by card only, preferably contactless but PIN also acceptable (hand sanitiser provided next to card reader).
- 2.12 Receipts available – printer next to card reader; no physical contact necessary by bartender or customer.

3. Timing

- 3.1 The bar has been operating as a “take-away” service after racing and during Saturday morning Youth Coaching since 25th September.
- 3.2 As it is now autumn the intention is to make seating accessible for people if they wish to drink in the shelter of the Clubhouse from Saturday 10th October.
- 3.3 Counter service (no alcohol) will be available before 13.30 on Saturdays and Sundays subject to availability of volunteer bartenders.
- 3.4 Table service will be available from 13.30 onwards on Saturdays and Sundays subject to availability of volunteer bartenders.

4. Cleaning

- 4.1 From a COVID-19 perspective the only additional cleaning required is of potential contact points. Otherwise kitchen/bar cleaning needs to be to normal hygiene standards for these areas using normal cleaning materials.
- 4.2 Bartenders will clean counter and area behind bar as necessary whilst open.
- 4.3 After closing up bartenders will clean the counter, area behind the bar, tables in front of the bar and any contact points (largely door handles) in the Clubhouse.
- 4.4 Cleaning materials will be provided adjacent to the seating areas and members asked to clean tables and chairs as far as practicable when they vacate them.

- 4.5 Bourne Cleaning will clean-through the Clubhouse floor, bar area, contact points and horizontal surfaces each time the Clubhouse is used.
- 4.6 Any glasses or crockery used to be cleaned in the kitchen steriliser.
- 4.7 When the Kitchen is accessed then surfaces are to be cleaned down as normal each day after closing and the floor cleaned. The need to involve Bourne will be assessed as the service offered develops.
- 4.8 Separate bins for cans, bottles and other rubbish to be positioned outside the Clubhouse and will be emptied by the bartender as necessary into the waste collection bins at the gate after closing.

5. Products Available

- 5.1 Beer, cider, soft drinks, hot drinks, confectionary and cake. Cold drinks supplied in bottles and cans only - no Club glasses used. Hot drinks and wine in disposable cups/glasses or people may bring their own.
- 5.2 Where people bring their own drinks container then the bartender will, as far as practicable, fill them on the counter and avoid touching them. Otherwise the bartender will wash/sanitise their hands after handing back the container.
- 5.3 Provision of bacon rolls for Youth Coaching on Saturday mornings if feasible – timing to be decided. To be pre-prepared in kitchen and kept in hot cabinet behind bar.
- 5.4 Re-stocking is currently managed by the Vice and Rear Commodores during the week. Outer packaging of new stock bought in is sanitised before opening; hands sanitised or gloves to be worn before touching individual items when re-stocking shelves.

6. Staffing

- 6.1 The bar is no longer “self-service”. It is operated by a limited number of volunteers, only one of whom is behind the bar at any one time and who will normally cover an entire “shift”.
- 6.2 The intention is to employ one person to cover Saturday mornings when we start to serve any food requiring preparation (e.g. bacon baps).

7. Personal Protection for Bar Staff

- 7.1 There is a minimal requirement because of the mitigations in place – social distancing, working in separate area (behind bar; should only need to access kitchen when Clubhouse closed to others), cashless payment, Clubhouse well ventilated.
- 7.2 Disposable gloves and sanitiser provided – gloves to be changed or hands sanitised before starting work, when handling stock and regularly during opening times; and after touching anything that a customer has touched.
- 7.3 Bartenders are required under Government guidelines to wear face coverings. For hygiene reasons they should ideally provide their own but disposable face masks are available for their use behind the bar.

7.4 Anyone not sitting at a table and consuming drinks or food must wear a face covering. This applies to waiters/waitresses as well as customers.

8. Seating Areas

8.1 Drinks and food must be consumed whilst sitting down (anywhere on site).

8.2 Tables and seating are provided on the terrace and lawn between the Clubhouse and Jetty 4.

8.3 The proposed location of tables, seating and walkways for the seating area inside the Clubhouse is shown in the plan on the next page. It conforms to the Government's regulations for bars, pubs and restaurants.

8.4 All seating groups are positioned so that EITHER there is 2m between each group OR there a screen is provided between groups. It is intended that screens will be made from old laminated sails to maintain a nautical theme !

8.5 Seating is in groups of up to six people and the regulations on no moving between groups or "mingling" apply. There are notices to remind people of this on every table.

8.6 Excess seating will be removed from the Clubhouse.

Version Notes :

V1 *Original draft (minor updates in V1.1)*

V2 *Update after first two trial openings to adjust for what worked in practice.*

V3 *Update including changes to signage, cleaning, hygiene and products available.*

V4 *Major revision for Phase 1 to allow for internal seating and table service for alcoholic drinks as required by new legislation.*



APPENDIX 1 : NOTICE TO MEMBERS

Before 1:30pm – No alcoholic drinks will be sold

After 1:30pm – Alcoholic drinks can be sold

Before 1:30pm – Counter Service operates

- Come up to the bar to order
- Once you have your items please move to a table
- Whether inside or outside you must be seated to consume food and drink

After 1:30pm – The Club operates a Table Service

- Find a table
- Nominate one person to do the ordering/serving
- They go to the bar, order and pay.
- If more than one person in your group is paying then you need to work out how to do this without multiple trips to the bar !
- Only the nominated person may go to and from the bar to order

Other things to remember:

- Always wear a face covering when not at a table
- Move around using the hatched walkways
- Maximum of 6 people at a table
- No mingling at other tables
- Only enter using the front door
- Only exit through the fire exits (except those who can't do steps)

APPENDIX 2 : PHASE 1 SIGNAGE

The following signage is required :

- Entrance Only
- Exit Only
- Bar Opening – Dos and Don'ts
- Observe 2m Distancing
- Groups of 6 only
- Order here
- Collect and Pay here
- Do not move tables
- No self-service
- Table Service or Counter Service in operation.
- Bar price list – outside Clubhouse and on every table
- Please clean your table before you leave