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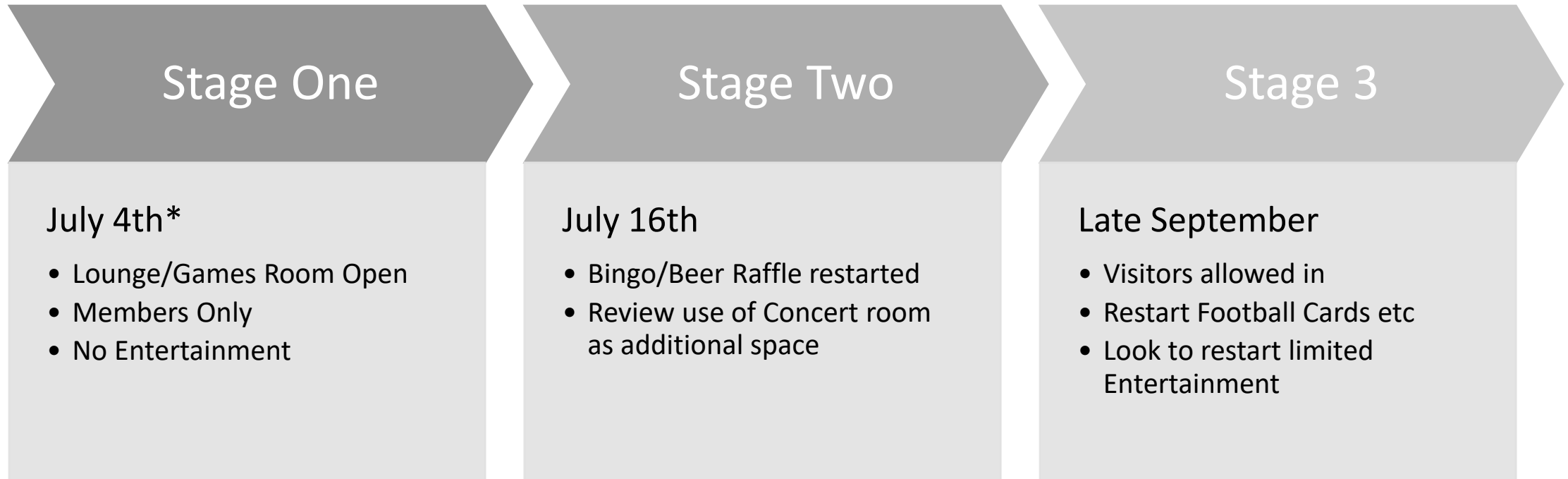
# Making the Club COVID-19 Secure

Update to Members



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# Re-opening Stages



\* Dates are subject to change based on the Government guidance



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# Key Objectives

The key objectives the committee have set out for re-opening are:





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# Changes to the Club on Day One



Members Only until Further notice.



Contactless transactions where possible.



Removal of 50% of the Furniture in the Games Room and Lounge.



One-way system in place throughout the club.



No Entertainment including Bingo, OTB etc for the first two weeks at which point it will be reviewed.



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# Entering and Exiting the Club

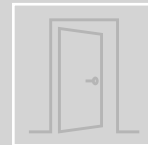
We ask that all members use their Membership card to enter the club.

This is to allow us to monitor the capacity of the club.

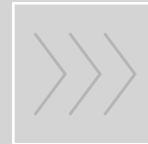
Do NOT allow people to 'Tailgate' you through the doors.



Door Access Control System now active – No Card, No Entry.



Front Door – Entrance  
Side Door – Exit.



One Way System to stop crossover of people.

# Door Access Control System



- There is a Swipe Card reader installed on the left-hand side of the Front Door.
- To gain entry, swipe your card through it from top to bottom. The back of your card should be facing the door for it to be read correctly.
- The light will go Green and the door will open.
- **DO NOT** allow anyone to walk in behind you if they don't swipe their membership card.



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# One Way System

One-way Systems are in place in the following areas:

- Entering the Club via Front Door at all times.
- Exit the Club via Games Room – Side Door.
- Smoking Shelter – Entered via the ‘Fire Exit’ near the Pool Table, exited using the normal door.
- Bars – Clearly signed Entry and Exit points. When queuing please ensure you stand on the floor markers to observe social distancing.

**It is important that everyone adheres to this system.**



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# Club Occupancy Levels

**NOTICE**



TO MAINTAIN SOCIAL DISTANCING  
WE HAVE A MAXIMUM OCCUPANCY OF

**120**

PEOPLE ON THE PREMISES AT ANY ONE TIME

WE WILL RESTRICT ACCESS TO THE CLUB ONCE THIS NUMBER IS REACHED AND  
NOT ALLOW ENTRY UNTIL THE NUMBER REDUCES



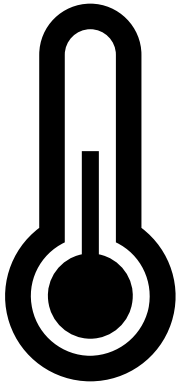
WhatsApp  
Group

- Due to the removal of Furniture to allow for Social Distancing this means that a Limit will have to be placed on the number of people allowed in the Club at any one time.
- The current maximum occupancy is **120** people.
- This is based on 4 people per table. This number may be reduced if less than 4 people are sat at a table as there no standing areas. Once all tables are occupied, we will stop further entry into the club unless you can demonstrate you are sitting with someone already in the club and there is space at their table.
- Once the club has reached its occupancy levels, we will update our Social Media channels and issue an update into the Club's WhatsApp group to inform members that they may need to queue outside to gain entry.
- Once the occupancy level is reached, we will operate strictly on a One In, One Out system.

**Abuse towards Staff or Committee when refused entry due to occupancy levels being met will not be tolerated.**



# Temperature Checks



- Based on Government guidance we may need to carry out temperature checks on members prior to them entering the Club.
- Temperature checks will be carried out on all staff prior to them starting their shift.
- Anyone found to have a temperature over **37.8<sup>c</sup>** will be refused entry.



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# Social Distancing



- We will implement a Social Distancing Policy which will adapt with the Government guidance as and when this changes.
- The club has been setup to open based on the current guidance of 2m distancing.
- Tables are configured with 4 seats. Furniture cannot be moved, and additional seats cannot be added to tables.
- Please follow all signage within the club regarding social distancing including floor markers for queuing at the bar.



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# Hand Sanitiser / Cleaning

- Hand Sanitiser will be available through out the Club for members to use.
- It's important that members regularly wash their hands for 20 seconds or more as regularly as possible.
- Staff will regularly clean and sanitise all touch points throughout the club such as Handles, Surfaces and machines.
- We ask that Members return Empty Glasses and bottles to the designated return point in each room.
- We also ask that Members clear their own rubbish from the table throughout the night into the bins provided.



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# Toilets

Toilets have been a challenge for us to overcome and we've extensively reviewed how best to put in place a solution which allows for social distancing and no crossover of people.



The solution we've implemented is a **One In, One Out** system on all toilets:

- Upon entry to the toilets, swipe your hand in front of the sensor to lock the door.
- On exiting the toilet, swipe your hand in front of the sensor to unlock it.
- When a toilet is in-use the light will be Red. It will be green when vacant.





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# Staff



- Staff will be issued with PPE to allow them to work safely.
- Gloves will be mandatory, but face masks are optional except when working outside the bar, at which point they must be worn.
- Screens have been installed on all bars.
- Swipe Cards have also been installed to allow members to swipe their own card at the bar when instructed by the staff.





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# Payment Methods



- Cash will still be accepted within the Club at the Bar.
- We ask however that where possible this is kept to a minimum. To help this;
  - We have removed the minimum spend of £5 to pay using Debit or Credit Cards.
  - If you need to pay with cash, we ask that at the start of the night you; 'Top-up' your Membership card with cash and then use your Card to pay for the remainder of the night.





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# Ordering Methods



iOS Download



Android Download

To reduce queues, we have invested in developing an 'App' for Apple and Android Devices to allow orders to be placed and collected from the Games Room Bar.

We are hoping that this will reduce queues for those members who do not have the ability to use this technology.



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# App Collection Process

The screenshot shows the checkout process in an app. At the top, there's a 'Home' button and a refresh icon. Below that, a 'CHECKOUT' header with a back arrow. The main content is divided into sections: 'CONTACT' with a name 'Rob Jones', a highlighted membership number '9884124', an email 'rob.jones@nrwmc.co.uk', and a phone number '+44 161 223 2665'. 'ORDERING METHOD' is set to 'Pickup'. 'CHOOSE A TIME' is set to 'Now'. 'PAYMENT METHOD' has a button that says 'Select payment method'. There's a 'Comments (Optional)' field. At the bottom, a small text block lists terms: 'By placing this order you accept the: - Data Processing Policy - End User License Agreement of the Online Ordering System - Restaurant Terms'. A final orange bar shows 'TOTAL £3.17' and a button 'Place Pickup Order Now'.

- Place an order on the App. Payment is made at point of collection.
- All prices on the app are visitors' price, your Membership discount will apply when you collect and pay for your order.
- In the contact details its important that you put your Membership card number at the end of your surname e.g. Jones 9884124.
- Once the order has been submitted, the Bar will confirm it and provide an ETA for when you can collect it.
- All app orders will be collected from the End of the Games Room Bar near the TV. Do NOT go to the bar before your order collection time.





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# Questions

The Committee is more than happy to answer any questions that members may have.

Please email [secretary@nrwmc.co.uk](mailto:secretary@nrwmc.co.uk) with your question and we will get back to you as soon as possible.



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# Important Links



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