

**The Strangers' Club Limited**  
**COVID-19 Rules**  
**Keeping Members, Visitors & Staff Safe**

1. The Club's Duty of Care to Mitigate the Risk of COVID-19 Infection

In line with Government and Public Health guidelines the Strangers' Club continues to take every reasonable step to mitigate the risk of COVID-19 infection from opening the Club premises and / or through contact with any person in the Club.

You can only enter the Club if you are well and have come from an environment without COVID-19 symptoms.

This document has been prepared following a Risk Assessment being carried out by the Club's Management Committee and Staff to confirm the viability of operating the Strangers' Club as a social venue. The assessment followed the guidelines on distancing, reducing the possibility of infection, tracking, tracing, etc, and keeping everybody who enters the Club as safe as possible.

These rules must be followed to help ensure everybody's wellbeing whilst they are in the Club.

They are endorsed by the President and Club Committee. Any member that acts so as to undermine these rules by deliberately or recklessly failing to adhere to them, or in any other way acts against the spirit of these rules, may be temporarily suspended as a member or may be asked to resign their membership.

2. Entering / Leaving the Club

○ **Conditions applying to Members / Guests / Waiting Staff / Bookkeeper entering the Strangers Club**

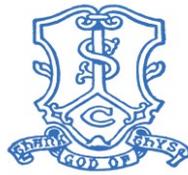
They must confirm that within the past 14 days they have not:

- Had COVID-19 symptoms or been ill;
- Been in contact with anybody who has had COVID-19 symptoms, family or otherwise, or
- Travelled abroad.

(Signage in the Entrance Porch and at the Kitchen Backdoor will detail the above)

Anyone entering the Club does so having assessed their vulnerability to the risk of being in a building with other people, outside their own "bubble".

Contact details must be provided – either by way of membership card or recording visitors' details (to be kept for a minimum of 21 days with date / time of visit). The records will be reviewed each month, to delete those which are over 21 days old.



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○ **Mandatory requirements on entering the Club**

- One person at a time, even when a member enters with a guest.
- Temperature check – if an individual's temperature is outside the recommended range, they will not be admitted.
- Wash hands with sanitizer

The following applies only to Members and guests:

- Confirmed booking – lunch downstairs or special interest group meeting / lunch upstairs
- Agree to remain seated and use waiting service

Members will be required to complete a form confirming they agree to this.

● **On leaving the Club**

- Wash hands with sanitizer
- Leave one at a time

### 3. Face Coverings

● **Members and Visitors – Face Covering**

Face coverings are not obligatory. Wearing a face covering is a matter of choice, especially if there is a personal concern about social distancing in an enclosed space.

● **Club Staff – Face Covering**

Staff will wear protective face visors or masks

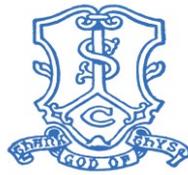
### 4. Illness

● **Being taken ill at the Club**

- Advise the Club Steward or a Committee Member if Steward is not present
- Move away from other diners to the Lobby area
- Steward to call ambulance, taxi, etc. Provide mask if taxi
- Advise the other attendees so that they can decide whether to leave the Club.

● **Sanitising of the table and other areas, cutlery and plates used by the ill person**

- His/her chair, the table and utensils used should be sanitised immediately. If there are two people at the table, this applies to the second person's utensils and chair.



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- Ascertain if the ill person has visited the toilet, if he/she has, shut off the cubicle used until it has been sanitised, sanitise the door handle at the toilet entrance and the banisters leading up to the toilet.
- **Being taken ill within 14 days of leaving the Club**
  - Advise the Club Steward or Club Secretary
  - If there is more than one case of COVID-19 the local PHE health protection team will be contacted to report the suspected outbreak
  - The PHE team will advise what steps should be taken regarding advising attendees, cleaning, Club closure and testing

PHE East of England Health Protection Team,  
Thetford Community Healthy Living Centre, Croxton Road,  
Thetford,  
IP24 1JD  
EastofEnglandHPT@phe.gov.uk or [phe.EoEHPT@nhs.net](mailto:phe.EoEHPT@nhs.net)  
Phone: 0300 303 8537

## 5. Maximum Numbers Allowed in the Club at Any One Time

A total of 30 people may be in the Club at any one time, distributed across the two floors including catering staff, members, and guests. Whilst up to twenty people can be accommodated on each of the ground and first floors, the total should not exceed 30.

### **Lunch Time 11.30 to 14.30**

To ensure these numbers are adhered to, visits to the Club between 11.30 and 14.30 should be pre-booked with the Club Steward. Entrance to the Club is at the Steward's discretion and if a member arrives without pre-booking, he may be allowed entrance if there are less than 18 booked attendees for lunch downstairs.

### **Pre-Lunch Visits 09.30 to 11.30**

Whilst there is no need to pre-book for a visit between 09.30 and 11.30, you may be asked to leave at 11.30 if lunch numbers are at the limit, or when a special interest group meeting is planned to start.

## 6. Social Distancing

Within the Club members and visitors should maintain **a minimum of one metre of social distancing**.



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To ensure that this is adhered to wherever possible, movement and standing in the Club by non-staff is limited to arrival, departure, and visits to the toilet. At all other times you are required to be seated. This will be at a table downstairs or at either a table or easy chair (if suitably positioned 1 metre apart) upstairs.

When a special interest group is holding a meeting, upstairs is reserved for their use, during the meeting and afterwards for lunch.  
The Steward will advise if a meeting is taking place.

## 7. Restricted Areas & Queens Room

### ○ **Restricted Areas**

Club members and visitors should not enter the Kitchen, Office, or Bar section of the Club. With the exception if the Patio door is open, they can pass through the Bar to the Patio. Committee members, the Steward, the Bookkeeper, Accountant, and staff, may enter the Office, but only singly, with a maximum of two people inside the room at any one time

### ○ **Queens Room**

Because of the reduction at lunch time of table places, the redundant chairs will need to be stored. The Queens room is used for this purpose, meaning it is not be available for meetings.

## 8. Use of the Male and Female Toilets

### ● **The procedure to be followed when visiting either the male or female toilets.**

- Only one person is to be in any toilet room at a time. This is not just a cubicle, but the entire room;  
If the outer door is closed it indicates that a person is in the toilet area, so you must wait until he or she leaves.  
The outer door is to be left open on exiting.
- Wash hands with sanitizer before and after using the toilet.  
Leave the cubicle door open and do not touch the door handle.
- Spray the lavatory flush handle or button after use, and the lavatory seat if used, with the dis-infectant provided.

## 9. Movement Around the Club

This should be kept to a minimum.



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- **Door handles and stair banisters**

Whilst in the Club try not to touch door handles or trail your hands on the stair banisters. If possible, leave the upstairs doors open.

- **Passing through doors and using the stairs**

Only one person at a time on the stairs, or through any of the entrance, patio, dining room, office and first floor doors.

## 10. Seating Only – No Standing

- **Ground Floor**

18 people can be accommodated downstairs (with allowance for an overflow of two).

In the hall five tables are set-up with seating at each for two people, with eight in the dining room. As stated in the Traditions Members should fill up the dining table from the door end. A sixth table is available as an overflow, if up to 20 members return from the Patio if weather conditions deteriorate.

- **First floor**

A maximum of 20 people are allowed on the first-floor excluding waiting staff. The maximum applies to Events when chairs will be suitably spaced out.

The long tables will be joined up with seating for up to 12 for specialist group meetings and lunches.

Easy chairs can also be used if appropriately spaced, but if they are, then the maximum of 20 people on the first floor should still be adhered to.

The Club Steward will control the numbers of people on each floor to ensure compliance with the agreed numbers allowed in the Club.

## 11. Taking Coffee

- **Morning Coffee 09.30 to 11.30**

Coffee can be taken upstairs in the morning up until 11.30, with exception of the third Wednesday in the month when Morning Bridge is played from 10.00. Most Special Interest Groups start at 12.00, but Paston History, Elm Hill Investment and the Club Committee all start at 11.30, which would require the room to be left free by 11.15 to ensure numbers do not exceed 20.



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- **Lunch Time Coffee**

At lunch time coffee should be taken at table.

- **Payment for Coffee**

Coffee cannot be self-service but must be ordered from the Waiting Staff. If it is at lunch time, it will be added to the bill, otherwise there will be a bowl for coins. Staff will not handle cash directly.

## 12. Drink & Food Service

- **Service**

Only by the Waiting Staff, who will take orders both for drinks and food. The Epos system can now be accessed by tablet, allowing orders to be input in any part of the Club and automatically passed to the main terminal and kitchen.

- **Alcohol**

As there is no access to the Bar area, all drinks must be ordered from the Waiting Staff.

- **Menu Choices & Use of Condiments**

There will be three choices per course with three courses. Condiments such as salt, pepper, mustard, and sugar will be available on the tables in sachets.

## 13. Booking for Lunch & Special Interest Groups

**Booking should be by contacting the Club Steward, by phone, 01603 623814.**

- **Lunch**

A maximum of 18 people will be able to take lunch downstairs - pre-booking is required.

If a special interest group is having a meeting / lunch, access to the first floor is restricted.

- **Special Interest Groups (History, Investment, Book, Bridge, Music) & Committee Meetings**

The special interest groups and Committee have regular dates for their meetings, normally starting at 12.00 though some start at 11.30.



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Whatever the time of starting the Club Steward must be advised beforehand as to how many will be attending the meeting and the number remaining for lunch. Up to 12 attendees, if one or two more wish to attend this should be discussed with the Steward.

Facilities are in place, TV screen, camera, and microphone to allow members to join Committee and group meeting remotely, typically through Zoom.

Group meetings are restricted to the first floor, where attendees will also take their lunch. The same seating rules apply to the meeting and to lunch.

The Music Appreciation Group should take note, that while they will be allowed to play music or broadcasts, they should discourage any members from joining in.

- **Snooker**

It will not currently be possible to play Snooker or Billiards. This will be kept under review.

#### 14. In-House Events

- **Dining-Ins, Themed Lunches, Talks and Suppers**

These will be advertised with booking required as before. Numbers will be limited to 18 or 20.

- **Lunch Outside**

When lunch is served outside in the Patio, the same social distancing / seating rules apply. The Steward will advise how many can be accommodated.

- **BBQs**

Booking will be required as before

These will take place on the Patio, with the same entrance, social distancing, and seating rules as indoors. There will be no self-service, waiting staff will be on hand to take BBQ and side orders. Access will be through the Club and Bar area onto the Patio.

Up to 20 people can book for a BBQ. If the weather changes and they must come inside, there is a spare table allowing all 20 to be accommodated on the ground floor.

Guests will be shown to allocated seats outside where they will be asked to remain unless using the toilet facilities.



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There will be 5 Tables of 4 people (only 2 households).

The Chef will use the door at the back of the Office to access the Patio where the BBQ will be placed, facing the tables. He/she will not use the Patio doors.

○ Food Ordering

Waiting staff will take orders for drinks, and the food required from the BBQ. They will deliver the food and place single serve salads and potatoes on the table. Salt, pepper, mustard, and sugar will be available on the tables in sachets. Table service only, and guests will not be allowed to approach the BBQ.

## 15. Payment

Except for Morning Coffee as already explained, all food and alcohol bills must be settled by card. Preferably contactless, the limit on individual transactions by this method, is now £45, however if the amount outstanding is greater than £45, the bill can be split into smaller amount(s) for payment.

## 16. Guests

Members are encouraged to bring guests to lunch but guests must be advised of the 14 day rule, the taking of temperature and the washing of hands on entrance, the recording of names and addresses, the minimum one metre social distancing and that conversations should take place while seated. Members must also inform guests of these rules about movement in the Club being limited to arrival, departure and visiting the toilet.

## 17. Club Cleaning Procedures

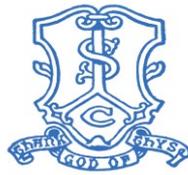
Before re-opening the Club will be thoroughly cleaned. Normal cleaning of the Club will continue thereafter, however some surfaces such as tabletops, the banisters, door handles, etc., will be cleaned / sanitised every day before the Club opens for visitors.

## 18. Access to the Kitchen & Food Preparation

At the start /end of the day the Club Steward and the Chef(s) will enter / leave the Club by the Kitchen door, following the same procedures as those detailed in paragraph 2.

- **Access to the kitchen**

This will be restricted primarily to the Chef(s) on duty.



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Waiting staff should not enter the kitchen as a matter of course, only on invitation of a Chef.

The Club Steward can enter the kitchen, but discretion should be used as to when this happens.

- **Food Preparation**

This will follow standard hygiene procedures but supplemented by sanitised cleaning of work surfaces and tools before starting and after finishing work.

- **Managing Safe Delivery of Supplies**

All deliveries will be to the kitchen door and deposited at the door. Only in circumstances where the item is too heavy / unwieldy should the delivery person enter the kitchen and follow the procedures for suppliers.

The Chef on duty should be the main contact for deliveries, if he or she is unavoidably absent then the Club Steward, or her nominated deputy should deal with the delivery.

## 19. Waiting Staff

They will enter the Club using their cards through the front door.

There will always be Waiting Staff on the ground floor, and upstairs when lunch is taken there. In the morning at coffee time, staff can be called using the bell push on the first floor.

They will take all orders for drinks and food, transmitting the order electronically to the EPOS till and kitchen.

Depending upon who is on duty, food orders will

- either be handed by the Chef to a paired Waiting Staff member
- or be placed on a trolley in the kitchen doorway for collection
- or be placed on the Bar counter

to be passed out to the diners.

Waiting staff will fulfil the drink orders.

Whilst on duty the staff will wear face visors or masks.

They will not enter the kitchen unless agreed with the Chef.



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20. Bookkeeper

The Bookkeeper will enter through the Club front door adhering to the entry / leaving procedures. She will use the office next door to the Dining Room.

When she is in residence, she can determine who can join her, but only one person at a time. When moving round the Club she will comply with the appropriate rules.

21. Conditions applying to Suppliers entering the Strangers Club

They must confirm that within the past 14 days they have not:

- Had COVID-19 symptoms or been ill
- Been in contact with anybody who has had COVID-19 symptoms, family or otherwise
- Travelled abroad
- Temperature check – if outside recommended range, must leave immediately
- Wash hands with sanitizer
- Provide contact details (to be kept for 21 days with date / time of visit)

Signage in the Kitchen Backdoor area will detail the above

For non-delivery suppliers requiring access to the Club, this should be outside the Club's normal opening hours of 09.30 to 15.30.

22. Staff Guidance & Compliance

The Risk Analysis and COVID-19 Rules will be discussed with staff, explaining that there will always be a risk of infection, whilst at the Club. The Club will take every precaution by ensuring adherence to the COVID-19 Rules, to mitigate the risk.

23. Club Steward's Additional COVID-19 Responsibilities

The Club Steward (or appointed deputy) will be present and have the overall responsibility for ensuring that the necessary processes are in place to mitigate the risk of COVID-19 infection, and that they are being complied with.

If a process or processes are not being adhered to, the Steward should address that with the person(s) concerned (whether a member, a visitor, or staff). If non-compliance continues, the Steward has the authority to ask the person(s) in question to leave the Club.

As part of the Club Steward's day to day routine she should check with staff members as they leave the premises, that they are well and feel comfortable about returning to work. As an additional precaution staff should be encouraged to take a temperature check on departure.