



**The Strangers' Club Limited**  
**COVID-19 Rules Revised (October 2020)**  
**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.

The Club Steward has the Committee's authority to deal, appropriately, with any instances of the Rules not being adhered to.

2. Entering / Leaving the Club

• **Conditions applying to Members / Guests / Staff / entering the Strangers' Club**

Anyone entering the Club does so having assessed their vulnerability to the risk of being in a building with multiple Bubbles.

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)

When meeting friends and family at the Club, your group / Bubble must be limited to a maximum of 6, retaining the same membership throughout your visit (not everybody needs to join the Bubble at the start of the visit).

Multiple Bubbles of six may enter the Club separately and must maintain social



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distancing on and after arrival – greeting each other in a Bubble and across Bubbles at a minimum distance of one metre.

- **Track & Trace**

The hospitality sector is required to ensure that anyone visiting pubs, restaurants and other venues provides their contact information before being allowed entry to the venue. Any business that is found not to be compliant with these regulations is subject to financial penalties.

The Club has a Track & Trace process in place. Contact details must be provided – either by way of membership card or manually recording visitors' details (legally required to be kept for a minimum of 21 days with date / time of visit) or NHS COVID-19 App.

This process, which meets the Government's Rules will be strengthened by the introduction of an automated system for lunch time bookings. This will require the input of contact details for guests. It should be in place by year end.

In addition, the Event Booking System is being adjusted to ensure that guest names are captured with contact details.

- **Mandatory requirements on entering the Club**

- One person at a time, even when a member enters with a guest.
- Wear a face mask
- Temperature check – if an individual's temperature is outside the recommended range, they will not be admitted.
- Wash hands with sanitizer
- Wait to be seated at a table downstairs or to go upstairs to your meeting.

- **On leaving the Club**

- Replace face mask on getting up from your table
- Wash hands with sanitizer
- Leave one at a time

### 3. Face Coverings

- **Members and Visitors – Face Covering**

Face coverings are obligatory when entering, leaving, moving about the Club (e.g., visiting the toilet) or standing. The only exception to the rule is if you have a medical reason for not wearing one. They may be removed when seated.



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- **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 the Steward is not present.
- Put on mask and move away from other diners to the Lobby area.
- Steward will call ambulance, taxi, etc.
- 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 other people at the table, this applies to their utensils and chairs.
- 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

There is no restriction on the numbers of visitors to the Strangers' Club as venues following COVID-19 secure guidelines can host more than 6 people in total, but no one should visit or socialise in a group / Bubble of more than 6.

People from different households or support bubbles meeting in a single group must



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remain socially distanced. The total number allowed to enter the Club on any one day will be decided by the Club Steward.

Her decision will be based on the numbers taking lunch, attending interest group meetings or Events, as the mix of attendees could affect the way the tables are set out. The Bubble rule of a maximum of six sat at each table, must be adhered to.

**Lunch Time 11.30 to 14.30**

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 turned away if compliance with the Bubble rule of six is not possible.

**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 / event is planned to start.

## 6. Social Distancing

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

To ensure that this is adhered to, 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.

The current social distancing rules state that seating at a single table is restricted to a maximum of a six-person Bubble from mixed households. Bubble members are not allowed to get up and go across to or join another Bubble. Once a Bubble is formed it cannot be re-formed on that day's visit.

There must be at least one metre preferably two metres between separate Bubbles.

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. Club Seating Capacity

Overall, the Club could cater for a maximum of 48 diners over two floors, but this number can only be achieved if the mix of Bubbles and the numbers in each Bubble facilitate it.



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- **Ground Floor**

The number of people that can be accommodated downstairs in the Hall will depend upon the number of Bubbles, and the number in each Bubble – the assumption is a maximum of 24. (The two tables in the long Dining room have been split allowing a maximum of 8 in that room, assuming four on each table).

- **First floor**

Five tables can be set up upstairs, which allows a maximum of 30 for meetings and meals.

Easy chairs can also be used if appropriately spaced, but if they are, then the maximum of 30 people on the first floor may be difficult to achieve.

The Club Steward will control the numbers of people on each floor.

## 8. 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 need to be stored. The Queens room is used for this purpose, meaning it is not be available for meetings.

## 9. 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.



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10. Movement Around the Club by Members & Guests

This should be kept to a minimum.

- **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.

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.

- **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.



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- **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**

As already mentioned, pre-booking is required, if the total number of a group attending for lunch is greater than six, than separate bookings for each Bubble of up to six is required. Table seating will reflect this

If a special interest group is having a meeting / lunch, access to the first floor is restricted – the Club Steward will advise.

- **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.

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 normally take their lunch. The same seating Bubbles must be used both for the meeting and for lunch.

When the number of meeting attendees exceeds six, separate must tables must be set up to ensure Bubble compliance. It will be the Meeting Chairman's responsibility to see that this happens. To facilitate this he will need to advise the Club Steward, of the numbers attending and the table requirements on the first floor, e.g. 12 across three tables of four, or 12 across two tables of six, or fan seating.



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Depending upon numbers booked in on a particular day the Steward will agree with the Chairman, where lunch will be taken.

- Once Bubble table seating is agreed at the start of a meeting, the Bubble make up must not change during the meeting, or for lunch even if at different tables.
- The exception being if the original membership of a Bubble is less than six, it can be added to by new arrivals, but NOT from another Bubble. This does not apply to Bubbles which have shrunk below six because fewer members have stayed on for lunch.
- Groups of six or less should not congregate outside their Bubble at any time, e.g., by going across to another table to greet members or for a discussion.

Communication between tables must only be conducted whilst remaining seated and maintaining social distance.

In the case of Bridge, Music Appreciation and Snooker, they should follow the guidance below.

### **Morning Bridge**

Rules of play are advised on the day, including the use of dedicated Bidding Boxes per person.

Movement between tables after four hands, as has been the case in past, is NOT allowed. If there is an odd number of attendees, up to six players can take part per table, by alternating between hands, but only at the table they were first allocated to.

### **Music Appreciation**

The Music Appreciation Group should note, that joining in when a piece of music is played, is not allowed.

The lay out for this meeting could be a fan spread out in a semi-circle, but the same Bubble rules apply in that the groups of listeners should be split into six, with the same grouping for lunch.

### **Snooker**

The hygiene rules regarding the use of cues, balls etc are set out at the Snooker table. The Bubble rules also apply to the players taking part.



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14. In-House Events

- **Dining-Ins, Themed Lunches, Talks and Suppers and Non-Club Functions (except personal).**

They will be broken into two, three or four tables, which will hold the Bubble maximum of six. They will operate on the same basis as the lunch time Bubbles. There will be no movement between tables, swapping of seats, etc.

In accordance with the Government's current ruling, all Events must complete by 10.00pm.

- **Personal Functions (Birthday, Anniversary, Retirement, etc).**

Unfortunately, these will not be catered for, as it will be difficult or impossible for the Club to control the natural inclination of relatives and / or close friends to congregate outside their Bubbles.

- **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 on-line as before

These will take place on the Patio, where diners will be shown to allocated seats with the same entrance, social distancing, and seating rules as indoors. Access will be through the Club and Bar area onto the Patio. There will be no self-service, waiting staff will be on hand to take drink, BBQ and side orders. Salads, condiments, etc will be available on the tables.

Up to 24 people can book for a BBQ. If the weather changes and they must come inside, all can be accommodated on the ground floor.

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. Guests are not allowed to approach the BBQ.

15. Payment

Except for Morning Coffee as already explained, all food and alcohol bills must be settled by card, at table. 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.



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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 the rules about the requirement to wear face masks on arrival / departure, and that movement in the Club is limited to arrival, departure and visiting the toilet.

17. Club Cleaning Procedures

The Club is cleaned thoroughly each week.

Surfaces such as tabletops, the banisters, door handles, etc., will be cleaned / sanitised each 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 Catering staff 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.

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.



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19. Waiting Staff

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.

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
- And
- Check 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)
  - Wear a mask

Signage in the Kitchen Backdoor area will detail the above



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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 have been 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. It will check with the Staff on a regular basis that they remain comfortable with the precautions which have been put in place and that they are being followed.

## 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 have no concerns. As an additional precaution staff should be encouraged to take a temperature check on departure.