

CUSTOMER GUIDANCE & JOURNEY AROUND THE CLUB-2. (Updated 10 Sept 2020)

Our Core Aim is to ensure our staff and customers are safe at Dreadnoughtrock also have an enjoyable night as it always has been for nearly five decades.

We are not trying to put a dampener on your night out with all the following guidance but feel you are better to know in advance that there are certain things we will have to adapt to at this time with a few things that have to be adhered to properly, otherwise you would be asked to leave.

No one in the hospitality industry would want to impose on your normal way of things but the last 5 months have not been normal have they.

Everyone seems keen to go along with things such as queuing to get into the supermarket and shops etc. It certainly took a wee bit getting used to but many manage just fine with the new normal so hopefully you will be just as keen to help support us and the changes we have to make in order to have the club as Covid Secure as possible thus giving everyone the confidence to pop in for a well overdue drink. catch up and keep the business going which is why we have decided to go into PUB MODE to reopen as live music and nightclub activities may still be a while away yet.

We know it will be different from how we normally rock for the next good while so would appreciate your understanding and be considerate to those around you. Certain changes and considerations have to be in place to open safely so would ask everyone to respect those changes.

Apologies in advance for the length of the guidance but feel it is important you know everything in advance and hopefully take it on board. You know how we like to do things and if it's worth doing it's worth doing right to manage the risks of transmission to all who come in. So, if you think it's a wee bit over the top compared to other pubs then fair enough but would rather do this than have tons of questions as you come in or have anyone in any doubt how serious we are taking Covid risk management.

This is a working document and subject to change, update or review as current advice and guidance from Scottish Government, Police and any Health and Safety protocols are updated.

Our Guidance has been produced and developed to help plan before coming to the club and while there.

If you feel anxious or unsure about coming to the club due to the ongoing covid19 pandemic which we fully appreciate and understand that but hopefully after reading this may give you the confidence to pop in or leave it a wee while longer. On the other hand if you don't agree with any the guidance and feel you cannot abide with simple requests especially to keep a social distance through the night for everyone's safety then **please do not come**.

Customers should:

- **NOT QUEUE IN ANY AREA INTERNALLY WHILE WAITING TO BE SERVED. ENSURE YOU KEEP YOUR DISTANCE OUTSIDE IF A BUILD UP SHOULD OCCUR OTHERWISE YOU WILL BE MOVED ON.**
- keep up to date with and follow Scottish Government advice on when it is safe to travel and visit services provided by the tourism and hospitality sector **prior** to heading to the club.
- **REMEMBER THAT WE ARE NOW ONLY ALLOWING A MAXIMUM of SIX people from 2 households PER TABLE ALL must stay socially distant when indoors unless from the same household. (1m in the case of our club) IF this cannot safely be done then use another table. (No tables can be moved together)**

- keep up to date with travel advice from Transport Scotland - including on face coverings.
- **refrain from travel to or entering the club if you have symptoms of illness or if you are in the shielding group, or others in your household are unwell or symptomatic – please check with NHS Inform if you are unsure or need further advice.**
- pay attention to and follow all instructions and advice that is provided in our guidance advice and staff on the night – this is for your safety and that of other customers also all our staff.
- **provide your contact details when entering the club to support Scotland's Test and Protect service. Entered into Scottish law 14 Aug. We made it mandatory from re-opening.**
- check with us in advance on any specific requirements you may need as we will be managing capacity to comply with physical distancing requirements – this will avoid both a wasted trip if you are unable to be admitted..
- **stay in your own household groups or extended groups of a MAXIMUM of SIX PER TABLE, observing physical distancing guidelines at all times as per Scottish Government instructions.**
- keep your hands clean - use the hand hygiene products that are provided for your use, or use your own, before or after you touch any common areas – we will also be doing this at the club but please remember regular hand hygiene is good practice and reduces the risk of transmission.
- catch coughs and sneezes in a tissue and dispose of any tissues into a bin (in toilet area) and wash hands immediately.
- if you do not have tissues to hand, they should catch coughs and sneezes in the crook of their elbow.
- exercise caution and **do not gather** at any bottleneck points – this should not happen as we will have plans in place and staff to manage this risk, but always be mindful to avoid an area if a build up occurs before staff resolves it as this presents a higher risk of transmission.
- please ensure that you are considerate to one another and to all our staff that are providing guidance as well as serving you also abide by our instructions and guidance. Please be courteous and understand that staff are working in challenging circumstances.
- **UPDATED 10 SEPT 2020. EVERYONE WILL BE REQUIRED TO WEAR A FACE COVERING PRIOR TO AND WHEN ENTERING THE CLUB, WHEN MOVING ABOUT IN THE CLUB (Going to the Bar, Toilet, Smoking Area) AND WHEN LEAVING. THIS IS MANDATORY – NOT OPTIONAL!**
- bear in mind that some people may find these measures more difficult to adhere to than others e.g. those with sight loss, autism, learning disabilities, dementia, or other communication or mobility needs.

Please be considerate of them, respecting and accommodating differences by giving way when you are out and about.
If you do have any specific needs or requirements, please contact the club beforehand.

- be prepared to show ID and possible removal of face coverings if requested. Staff are facing increased pressure at this time regarding age-verification, with face-coverings recommended for use.
- abusive behaviour will not to be tolerated and at its worst it could constitute criminality and removal from the club.

1m zone in hospitality

We will be operating within the 1m physical distancing exemption. Please note the guidance may be applied differently from pub to pub to suit their own layout and varying business structures. At Dreadnoughtrock we are putting in the mitigation measures required based on our layout and way we feel things should be done to manage the Covid19 risk to operate a 1m social distance that will be rolled into the guidance to follow.

Again, if you feel anxious or unsure about this then it is totally fine and request you refrain from entering just now until you feel confident that you can.

There will be clear signage as you enter to tell you are entering a 1m ZONE at Dreadnoughtrock and through the club as a constant reminder.

It means additional mitigating measures will be in place to reduce the risks of operating at 1m as oppose to 2m which still applies outside the club.

Please always follow the guidance and instructions of staff and be mindful to maintain your own distance of 1m from others out-with your own household group.

This is to keep you and others safe with persistent non-compliance by anyone leading to you being asked to leave the premises.

The NEW journey around the club:

KEY POINTS :

- You may have to Q in the designated area **outside** the club at a 2m social distance prior to entry as we will not be operating any bookings with no maximum stay time limit initially but subject to review if it becomes an issue. Anyone not complying with this simple request will not be allowed entry.
- As per the Government guidance **everyone should be seated in the club** so as a result we will be running at less than one quarter capacity to ensure social distancing can be achieved safely. Depending on the variability of people's group sizes at a table we think it will be a revised capacity of approx. 80-90 total over both levels at anyone time.
- **BOTH LEVELS will be open at the same time.**
- It will be **first come basis only** then when the club has reached the **revised seating only limit** we have set - it will be one out – one in during the night. Limits will be explained further on in the guidance.
- Temporary opening times are Friday and Saturday 7pm-1am over both levels (subject to change but will capped at 1am for now as nightclub element is not allowed at this time)
- **LAST ENTRY MIDNIGHT.**

- BARS are for Limited Service ONLY. We introduced this for the lower bar in April 2019 but is one of the must do things for BOTH BARS NOW.
- NO LIVE MUSIC or NORMAL NIGHTCLUB ACTION until further notice I'm afraid.
- **Background Music is no longer permitted from 14 Aug at ANY premises.** We will still show videos as normal but no music will accompany them at this time. Sorry.
- Everyone will need to complete our Track and Trace / Test and Protect log in.
- **EVERYONE WILL REQUIRE TO WEAR A FACE COVERING WHEN ENTERING, MOVING ABOUT THE CLUB and EXITING. ONLY WHEN SEATED CAN YOU REMOVE YOUR FACE COVERINGS.**
- Everyone will be required to use the hand sanitisers on entry and regularly during their stay.

ENTRY TO THE CLUB will begin via the MAIN ENTRANCE as normal.

Ensure you have a mask and have it on outside.

Security staff instructing you on entry to **SCAN the QR CODE** on your phone to access and complete your details on our **mandatory ONLINE TRACK and TRACE / TEST and PROTECT form which is on our website www.dreadnoughtrock.com**. No fancy app or anything complicated so you could even just bookmark the page or leave the tab open ready to fill in your details when you arrive. The QR code just simply takes you quicker via your QR scanner app or where it is now built into your camera.

Please **show** that you have completed the form to the staff member then enter and use our sanitiser as you go in. Please enter genuine details. Anyone found to have entered bogus information will be asked to leave immediately. So please – Do the right thing.

If you require assistance to do this or don't have a smart phone, please ask and we will be more than happy to assist to log you in.

Please use the Hand Sanitiser on entry at the cloakroom.

TRACK and TRACE / TEST and PROTECT IS MANDATORY at the club and now LAW from 13 Aug 2020 which comes into effect on 14 Aug 2020.

<https://www.legislation.gov.uk/ssi/2020/241/contents/made>

If you don't wish to complete the form, that is totally fine and you are entitled to make that decision but I'm afraid you will not be allowed to enter. We feel at this time of the pandemic it is everyone's responsibility to act responsibly to support this. It's that simple.

All your data as per our website and form collections will be held securely and complies with current GDPR laws. Our website is also SSL compliant. Your data will only be accessed and used **IF** Government Public Health officials require it to help in any suspected cases of Covid19 then deleted after 21 days. It may even help save a life. Lets hope it's not required.

There **will NOT be any cloakroom facilities** in this initial phase of opening I'm afraid so you will be asked to keep an eye on your own jackets.

Please open any rucksacks and oversized bags on request by door staff at arm's length so can be viewed at a safe distance.

Entry to the club in PUB ONLY MODE is Free at this time all night.

We have decided in order to control capacity effectively that **everyone will have to be seated** at tables/stools at a pre-set distance that more than conforms to the social distance requirements as per Scottish Government Hospitality 1M Exemption rule.

We fully appreciate this isn't what would normally happen pre-lockdown at the club as everyone liked a wander, dance and chat but this is what we have to do for the next wee while and will be the same in the vast majority of pubs also.

Limits will be approx. 80-90 total over both levels including anyone who wishes to use the outside seating (weather permitting). As that closes at 10pm those outside will be looking to possibly grab a table and seat inside after that time.

We would ask everyone to **please enter and find a table/seat/seating area FIRST** that suits your group size before going to the ONE PERSON from the GROUP heads to an open serving point at the bar and wear a mask, mindful to keep your distance to anyone already inside or moving to their seats. You can use both levels from opening time so if there are no seats downstairs the chances are there will be some upstairs.

This is one of the main Scottish Government points so would ask everyone to stick to it and to be seated, however we do expect some back and forth when going to the bar or the loo also when coming in to find a seat. Please just respect others around you if stopping for a chat, **keep your social distance and don't build up or cause any congestion.**

Please DO NOT move or adjust any seating/table layouts.

Various seating and table layouts are available throughout the club to accommodate various group sizes (**max6**). We would respectfully ask to select a suitable table and area that best suits your group size. Again, let us remind you it is first come basis thro the night so please don't complain or get upset if the perfect table layout for your group may be occupied by a lesser amount of people. They were there first and possibly all that was available at the time.

LIMITED BAR SERVICE available at both bars all night.

Please ensure you wear a face covering when going to the Bar.

LAST ORDERS from 12.30-12.40 which will give everyone plenty time to get served so NO need to panic.

Limited bar service and ordering will apply with a few adjustments to consider and abide to from 14 Aug 2020.

This method has worked very well from 17 July to date and has been managed properly by bar staff, floor manager and door staff so no need for pre-booking as has been required or table service. Please heed our staff's advice and guidance if requested to do so on the night for everyone's wellbeing.

There will be two designated serving points at both upstairs and downstairs bars marked out.

ONE person from your group should go to the bar for drinks for the table. This has been easily done since opening and will ask for it to continue in accordance with latest Scot Gov updates to avoid any crowding anywhere inside the club.

Trays are available to assist you take drinks back to your table if required.

DO NOT COME IN AND GO TO THE BAR FIRST unless you are in alone.

Couples or groups should take a table FIRST.

ONLY APPROACH BAR IF A SERVING POINT IS CLEAR. IF BOTH SERVING POINTS ARE IN USE PLEASE REMAIN SEATED UNTIL ONE OPENS UP.

Bars are for service only – please **do not stand at the bar area after being served.**

Please try to **keep a small air gap to the bar area and avoid leaning on the bars** or touching the bar top until your drinks are prepared and paid for ready to take away back to your seating area.

THERE WILL BE NO QUEUING ALLOWED WAITING ON A SERVING POINT FROM 14 AUG 2020.

As both bars and serving areas **will be easily seen** from the vast majority of the seating areas to see how busy or how many people are at the service points we would ask **NOT to cause any unnecessary build up**. You will be asked to take a seat if any build up occurs. Sorry about this but just please stay seated and be patient until those being served clear away as service is very swift.

We use contactless payments but we will still accept cash payments too.

Both bars will have full length screens installed for both staff and customer wellbeing. Please refrain from touching them.

Please leave your empty glasses and bottles on your table as staff will collect these in due course. Please refrain from taking empties back to the bar yourself which may result in unnecessary congestion at the bar. We know many like to do this to help but if you could stick to this advice for the time being that would be awesome. Thank you.

ACCESS and TOILET DOORS / VENTILATION

To reduce any contact with highly touched and contacted areas such as door handles throughout the club also to assist with air flow we will be leaving as many doors open as possible OPEN at all times (subject to weather conditions) along with our air intake and extraction systems which will be in operation all night. Open door policy will also apply to toilet access doors. Please do not close them of your own accord. Due to the positioning of the access doors to our toilets your privacy will be maintained when using the loo.

Please ensure you wear your mask when heading to the loo and preferably when inside the toilet areas, even the cubicles.

TOILET ACCESS

We would ask you to enter and exit the toilet one at a time to avoid any build ups occurring of people trying to squeeze past each other.

Please don't go in groups or pairs unless it is absolutely required. I'm afraid there will be a **maximum of TWO people** allowed in any one toilet area at any one time regardless if spare cubicles are available. We would ask you to self-police this and report any persistent breaches from anyone to any member of staff. Regular checks will also be made by staff for compliance to this in conjunction with our regular cleaning/checks.

ONE WAY SYSTEM

With the announcement of compulsory wearing of a face covering on 10 Sept 2020 to enter, move around and exit the club we can now relax the one way system we had in place for the last 8 weeks.

This was in place to reduce the risk of a face to face encounter with another person when going up and down stairs for example.

As **EVERYONE WILL HAVE TO WEAR A SUITABLE FACE COVERING** at all times in the club **unless seated** this will mitigate the risk we had to avoid so we can return to our default entry and exit via the main front door, using the main internal stair to go up and down to access the upper and lower levels, come down to access the smoking area or to leave during or at the end of the night.

FYI - This is not a free for all to mingle with others at other tables downstairs or up so please only move about the club for the loo, going to the bar, going for a smoke, entering or leaving the club.

ANYONE wandering about will be asked to return to their table or if constantly reminded asked to leave the club altogether.

OUTSIDE SEATING and SMOKING/VAPING AREA

Area just outside the access/exit door MUST always be kept clear that extends to upto the ramp of seating area opening. **Wear a mask when traveling to and from this area.**

Smoking and Vaping under canopy area only with a **MAXIMUM OF 6 PEOPLE** at any one time maintaining a 2m distance at all times allowing space for anyone exiting the staircase from upstairs.

Please note : Vaping inside the club is no longer permitted.

Smoking area will close at 12.30-12.40am latest as will any access doors. ANY crowding or excessive noise will result in this area being closed temporarily or completely during the night !

No shouting, screaming or singing at any time despite being in the open air. Please heed guidance from our staff and warnings to disperse when asked.

Seating area : **Open to 10pm only** weather permitting.

Please Note this area is rarely used especially now in the Autumn/Winter period

Respect our neighbours so ask there is **no shouting, screaming or singing at any time** despite being in the open air. This is to also reduce risk of transmission of covid 19 and keep others safe but to be decent to our neighbours around the club.

A MAXIMUM of 20 people allowed at the four tables in this area IF it is in use.

Please ensure group distancing is always maintained and anyone out with a group is 2m away just the same as inside.

Please Note the outside social default distance is under review at this time so until fully clarified PLEASE DISTANCE at 2M outside as it is everywhere else at the moment regardless of where you are.

NO alcoholic drinks are allowed outside in the smoking or seating area at this time.

Please be aware there may be some-one coming out so be courteous if they are already in the corridor and allow them to exit fully.

EXITING THE CLUB

Please ensure you wear a face covering when moving about the club and when leaving. Please allow anyone entering the club to do so first before you exit via the main foyer area and ensure you inform the doorstaff that you are leaving for the night. Apart from being courteous it lets us know you are away home for the night.

BACKGROUND MUSIC and VIDEO

As per the latest Scottish Government guidance from 14 August 2020 **NO background music or TV volume is allowed in any of the Hospitality sector** which has never caused any issues in the last 4 weeks it has been permitted at Dreadnoughtrock. We will abide by this change to the guidance and not have any output to our extensive speaker system internally but will still show the video's and gigs albeit in silence. We may however continue to live stream our output to our live stream channel as we have done for those who cannot come to the club so they can listen in on their personal phones/headphones.

CLEANING

We will be operating an enhanced and regular cleaning regime during the course of the night so would kindly ask you allow staff space to wipe or clean down any tables regularly, give way and distance if they are cleaning handrails and handles etc also if they enter the toilet area's. Thanks in advance but this is important that it is carried out regularly.

If you have any issues during your visit please feel free to talk about them with staff at the time as this may resolve any minor problems also help us improve our guidance and service during this very different and challenging time.

Many thanks for your custom and loyalty. The Rock Crew