

Spikes Bistro at Dudsbury Golf Club Covid-19 Precautions and Procedures

Pre-arrival to Dudsbury

Our restaurant, Spikes Bistro, is reopening from 4th July 2020. Bookings are essential following government guidelines. Guests can book by phoning our Reception on 01202 593499 ext 6 or via our website [here](#).

The following procedures are implemented with your wellbeing in mind; however, our reception team will be happy to talk to you if you have any further concerns or questions for your peace of mind.

- We politely request that if you are displaying any symptoms of Covid-19 that you call us to postpone your stay. These include; A high temperature, a new and persistent cough and loss of taste and smell. <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- We strongly recommend that you download the government-approved track and tracing app to ensure we are all alerted to any guests who may pose a risk of spreading Covid-19. <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

Arrival & Seating

- We politely request that if you are displaying any symptoms of Covid-19 that you do not enter the restaurant. These include; A high temperature, a new and persistent cough and a loss of taste and smell.
- We have displayed signage throughout the restaurant detailing the guidelines we have in place to protect you and our team. Any guests or visitors displaying Covid-19 symptoms may be asked to leave the premises.
- Hand sanitising stations will be provided at all entry and exits. Customers will be required to sanitise before entering the premises and encouraged to frequently wash their hands.
- Entrance to Spikes Bistro is only permitted through the main restaurant door. The hotel reception entrance is only permitted for hotel guests to maximise social distancing.
- Our seating process has been streamlined to allow for a fast and reduced-contact experience, note that we will only be accepting debit and credit cards for the foreseeable future, to avoid the handling of cash.
- The dining areas have been reconfigured where necessary and marked out to ensure social distancing of a minimum of 1 meter can be maintained at all times.
- All surfaces, screens, door handles and equipment will be regularly cleaned and sanitised throughout the day. We are increasing our housekeeping teams to deliver peace of mind.
- If you have any special requirements please let us know before you arrive so we can make the necessary preparations with everybody's safety in mind.

Public areas

- We have heightened and enhanced our cleaning procedures to include extensive cleaning of shared surfaces throughout the day
- We have set up hand sanitising stations throughout the club for you to use and we politely ask you use these when entering the restaurant.
- We have equipped our customer toilets with anti-bacterial hand wash at the basins, as well as disposable hand towels.

- When walking through the Clubhouse we will ask that you please use your discretion and consideration by keeping a social distance of a minimum of 1 meter between yourself and other guests.

Food & drink

- We have extended our dining spaces and are utilising all public areas to ensure all diners are a minimum of 1 meter apart, in line with the latest government guidelines.
- If you are not staying with us you can still dine with us. All that we ask is that you book your table in advance. (subject to availability)
- We will be offering a limited menu for you to enjoy.
- At present carvery's and buffets are not permitted in accordance with government guidelines however our teams will continue to monitor this situation
- To maintain the social distancing guidelines, we will not be offering drinks at the bar instead, we will offer a full table service throughout the bar, restaurant and lounge.
- We have displayed directional signage around our restaurants where possible, limiting contact and maintaining a social distance between all guests and our teams.
- We ask that guests who are staying with us use the bathrooms in their bedrooms. If you are not staying with us, we request that you follow the social distancing measures we have displayed on our signage when using the public bathrooms.
- Hand sanitising stations will be set up at the entry and exit points to use and should be used every time you enter or exit dining areas.
- We will only be accepting credit and debit cards at this time.

Our team: training, hygiene and protection

- All of our hotel teams have undergone comprehensive hospitality-focused training on how to prevent the contagion of Covid-19. We will continue to elevate our training as best practices evolve.
- Any staff member who shows symptoms will be immediately sent home and will be required to self-isolate for 14 days prior to returning to work.
- Hand sanitising stations are located at all entry and exit points back of house for the teams to use.
- Dudsonbury Golf Club's operating procedures are clearly displayed throughout the back of house areas and extensive training has been given to all staff members.
- We have a dedicated team keeping up to date with any changes to government guidelines, this document is subject to change to ensure your safety.

*Please note: Subject to the latest guidelines we will be constantly reviewing our processes and precautions. This guide will be constantly updated to give you the very latest information.

Kind Regards,

Paul Palmer
General Manager