

Weddings & Functions at Dudsbury Golf Club Covid-19 Precautions and Procedures

Pre-arrival to Dudsbury

Our Function Suites are reopening from 1st September 2020. Bookings are essential following government guidelines. Guests can book by phoning our Events Team on 01202 593499 or via email events@dudsburygolfclub.co.uk

The following procedures are implemented with your wellbeing in mind; however, our Events 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 or a guest of your function/wedding are displaying any symptoms of Covid-19 that you call us to postpone your function. 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>
- Certain groups of people may be at increased risk of severe disease from COVID-19, including people who are aged 70 or older, regardless of medical conditions. Individuals who fall within this group are advised to stay at home as much as possible and if they do go out, to take particular care to minimise contact with others outside of their household.
<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>

Key principles for planning and holding COVID-19 secure weddings and functions

- The number of guest should ideally be kept to a minimum as far as possible. The lower the number of attendees, the lower the risk of spreading the virus. For this reason, we will be holding functions and weddings for a maximum of 30 people, in line with the latest government guidelines. This number includes all guests attending the ceremony/ function including the couple, witnesses, officiants, guests and third party suppliers. It does not include the staff employed by the venue.
- All parties should adhere to the social distancing guidelines and people from different households should maintain social distancing from each other. At most two households (including any support bubbles) should be seated together and social distancing is to be maintained between these groups.
- Table layouts will be designed to ensure social distancing of a minimum of 1 metre can be maintained at all times. All guests are to remain seated at the table allocated to them and we will offer full table service throughout the duration of the function, including drink orders. Maximum number of guests around a table will be 6 to ensure social distancing is maintained.
- Where possible and weather depending, we will open all doors and windows to improve ventilation.
- All guest observing a wedding ceremony are to wear face coverings consistent with the requirements for any other public space.
- Any other activities, including those that are watched by attendees (e.g. Cake cutting or Speeches) should take place with social distancing being maintained at all times.
- Steps will be taken to avoid people needing to unduly raise their voices to each other at any point during the function. For this reason, no music will be allowed to be performed or played in the background during your function/ wedding reception.

- Activities that involve objects being thrown (such as confetti or bouquet toss) or passed from person to person (such as gifts, guest books and polaroid camera stations) should be minimised and hand sanitisation encouraged both before and after contact.
- We will be required to record the names and contact details of all persons visiting the venue included the suppliers and keep a written record for at least 21 days to support NHS Test and Trace. <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance>
- All staff members on duty will be wearing face coverings for both the safety of themselves as well as you and your guests, in line with the guidance on face coverings. <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

Arrival & Seating

- We politely request that if you are displaying any symptoms of Covid-19 that you do not enter the clubhouse. These include; A high temperature, a new and persistent cough and a loss of taste and smell.
- We have displayed signage throughout the clubhouse 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 Function Suites is only permitted through the main hotel door. The hotel reception entrance is only permitted for hotel guests and function guest to maximise social distancing.
- Our seating process has been streamlined to allow for a 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 function suites have been reconfigured where necessary and marked out to ensure social distancing of a minimum of 1 metre 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 function suite.
- 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 metre between yourself and other guests.
- In the hotel reception you will be required the wear a face covering in line with the government guidelines.

Food & drink

- We have extended our dining spaces and are utilising all public areas to ensure all diners are a minimum of 1 metre apart, in line with the latest government guidelines.
- 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 duration of your function.
- We have displayed directional signage around our clubhouse 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 the function suite.
- We will only be accepting credit and debit cards at this time.

Our team: training, hygiene and protection

- All of our team 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.
- Dudsbury 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