



MEMBER GUIDELINES AFTER COVID19

As at 27th August 2020

Dear Member

Having journeyed through these extraordinary times we have reached a point where we can get back to a little normality. Whether you think it is a new normal, some kind of normal or not normal at all, it is going to be a little different but the club will still be your home from home.

These Member Guidelines have been put together to advise you of the alterations we have had to make in line with Government Guidelines. Whilst we don't want to impose a new list of rules, following these guidelines enable us to open the club and more importantly stay open. We also hope they show we have tried to think of everything on your behalf and answer any questions you may have about visiting the club as you like us see light at the end of the tunnel.

As and when Government guidelines change we will update the guidelines and send out a new version. You will also be able to find them on the website.

We hope you find these helpful and look forward to seeing you.

Chief Executive & General Manager

Prior To Arrival

- Please book your accommodation in advance. We can take specific bedroom requests but as some floors will not be in use to begin with due to social distancing measures including smaller teams working on site, we may not be able to grant your request. No emergency rooms will be available.
- Please make your Restaurant reservation in advance of arrival. Due to social distancing measures we cannot guarantee that we can accommodate walks-ins as tables will need to be spread out around the Restaurant, Bar and Terrace in line with government guidelines. Please note that there are restrictions on who can dine together, so the Restaurant team will ask who you will be dining with and may need to decline or offer an alternative plan for your reservation.
- Ensure you have a face mask for travelling as it is now compulsory and for use in public areas of Whitehall Court and the club. Rest assured it does make you feel more confident.
- Please note that the Summer Dress code will apply from the 13th July. This means that smart casual clothing may be worn at all times in the Club from Monday 13th July until Sunday 13th September inclusive.

Arriving & Leaving the Club

- Please enter the club via Door 3, go up the stairs opposite and towards our Reception. This entrance has been beautifully renovated and is ready to welcome you back. The Whitehall Court Porters will take your temperature on arrival which is at the request of the owner of the building and you will unfortunately be denied access if you have a temperature.
- Please exit the club via the door on the Upper Ground Floor near to the Lounge entrance and out of the building via Door 4 (the one we have been using to come in and out of for the last year or two.)
- Face Masks – please use these in the public areas of Whitehall Court and in the public areas of the club. You are not required to use them in the Restaurant, Bar or inside function rooms. Whitehall Court ask that when entering the lifts which are quite small, that only one person or one household enters at a time or you wear your face mask.

Bringing Guests To The Club

- Please do bring your guests to the club but please they must sign the Visitors Sheet at Reception, stating who they were visiting the club with. This is vital for us to be able to track and trace who was in the club and when, in the event of a case of COVID19. This is not only to protect you but the club team and details will be kept for 21 days only.
- As always please ensure your guests are aware of the normal club rules and these extra guidelines for the safety of everyone using the club.

Bedrooms

- Not all bedrooms will be available to start with based on social distancing and the smaller number of team members that will be on duty as a result. Therefore, we will do our best to allocate your specific bedroom requests but unfortunately and as always, we can't guarantee them.
- The Housekeeping team will be wearing a new set of PPE for every bedroom they clean.
- The cleaning of bedrooms will include sanitising and using UV sterilisers.

Checking In & Out / Luggage Room

- Please check in and out at Reception as normal. There is now a Perspex screen at Reception but it doesn't stop the friendly chat!
- For the time being we are unable to accept cash payments, please make your payments by card.
- The luggage room is unfortunately out of use I'm afraid due to potential infection transmission. Please do take this into consideration when planning your arrival and departure, as we are unable to store luggage either in the luggage room or elsewhere in the club.

Public Areas

- You will see a member of the Housekeeping team and other team members cleaning and sanitising during the day in the public areas. This is to ensure that as many members as possible can come back to enjoy the club and feel confident in doing so.
- Members of the team will be on hand to welcome you back and answer any questions you may have.

- For the time being we will not be putting out any newspapers or magazines in the Shaw Room. Please do remember to bring your reading material with you. Thank you.

Breakfast

- Please be advised that due to social distancing measures we will seat you as soon as we can but the number of people we are able to accommodate at one time will be lower than normal. So, the team may ask you to come back at a certain time or take a seat in the lounge.
- Please also note that currently only two households or a bubble can dine together so the Restaurant team will ask who you will be dining with and may need to advise that your reservation is not possible or that you will need to sit on separate tables. If you are sitting outside then up to 6 people from any number of households can dine together.
- Continental Breakfast is served on a neat wooden tray to the table and Cooked Breakfasts are also available. The team will seat you in either the Restaurant, The Bar or on the Terrace. The team do have to limit the number of times they come to your table but at the same time will provide great service.

All Day Dining

- Please make your Restaurant reservation in advance of arrival. Due to social distancing measures we cannot guarantee that we can accommodate any walks-ins as tables will need to be spread out around the Restaurant, Bar and Terrace in line with government guidelines.
- Please also note that currently only two households or a bubble can dine together so the Restaurant team will ask who you will be dining with and may need to advise that your reservation is not possible or that you will need to sit on separate tables. If you are sitting outside then up to 6 people from any number of households can dine together.
- I am sorry but we may not be able to accommodate people with no reservation due to social distancing measures, we will try but we can't guarantee and we may need to ask you to come back at a different time.
- When you arrive you will be shown to your table and any pre-lunch or dinner drinks will be ordered at that point and delivered to you.

- Chef has created a delicious Summer menu that can be eaten in The Restaurant, The Terrace and in the Bar and Lounge. The team will be planning seating arrangements on a day to day basis so that we can abide by social distancing measures and ensure as many members can eat in the club as possible.
- The Summer Menu will be served on an “all-day dining” basis, meaning you can order from it at any point from 12.30pm until 7.30pm.
- We will do our best to accommodate requests for particular times and tables but unfortunately we can't guarantee them based on social distancing measures. Alternatives will be provided where necessary.
- For the time being we are unable to accept cash payments, please make your payments by card.

The Bar

- The Bar now has a Perspex screen along it.
- On arrival we will be asking you to take a seat in the Bar, Lounge or on The Terrace. Your order will then be taken and your drinks will be delivered to you.
- For the time being we are unable to accept cash payments, please make your payments by card.
- Saturday Bar opening times are as normal. See the Members Information Sheet.

Conference & Banqueting Rooms

- If you have an enquiry please contact Liza, our Conference & Banqueting Sales Manager who will be able to assist you and advise how best we can operate your function with the current guidelines.
- The Summer menu will also be available in our conference and banqueting rooms enabling you to have a lunch, dinner or a sandwich lunch with your meeting.
- The team will provide the same friendly service as always but with social distancing measures and government guidelines in place.
- The team will ask you in advance for a guest list for your function. This is vital for us to be able to track and trace who was in the club and when, in the event of a case of COVID19.

- Anyone arriving who is not on the list, may be turned away.

The Business Suite

- The Business Suite will be available to use for a maximum of 3 people at a time, sitting 1m apart.

Please contact us if you have any queries or questions.

Thank you