



Text in red indicates a change from the previous version of this document.

A to Z GUIDE FOR MEMBERS, GUESTS AND VISITORS – Covid-19

This guide aims to advise members of arrangements put in place by the Committee to ensure that the Club complies with legislation and government guidelines arising from the current crisis. These procedures should be taken into consideration along with current Club Rules and Regulations.

These have been introduced with the purpose of protecting the Health and Safety of Club Members, guests, visitors, and staff.

The staff will be happy to assist you in adapting to the current environment and your assistance is very much appreciated. The Committee hope you can enjoy the Club facilities and at the same time ensure we all remain safe.

A

- **Afternoon Tea**

Please refer to Annex A which is located at the end of this document for service times.

- **Arrival at the Club house**

Members and guests on arrival will be required to sanitise their hands and have their temperature taken. Members will be required to show membership cards on arrival and will be directed to scan the NHS Track and Trace QR code to register their visit. Data will be retained for 21 days by NHS Track and Trace and used only for the intended purpose. Guests will also be asked to scan the NHS Track and Trace QR code to register their visit. Guests names should also be given to Front Desk staff for security purposes in the usual manner. Entry to the Club will be denied to Members who refuse to provide contact details. Members without a smartphone able to read the QR code or with no mobile telephone will be required to provide their contact information which will be recorded manually.

If the Front Hall becomes congested, it may be necessary to wait outside briefly to aid social distancing.

- **Arrivals for Accommodation**

Bedroom keys will be pre-prepared and ready for collection on arrival at the Front Desk. All check-in details and requirements will have been ascertained in advance via a pre check-in form.

- **Air Bridge Countries**

If you have travelled from overseas, the ability for you to stay at the Club will depend on where you have travelled from. If you are travelling from one of the countries included in the link below, you can visit without the need to self-isolate for 14 days. However, if the country you are travelling from is not on the list, you will be required to self-isolate for 14 days before visiting the Club. Self-isolating at the Club is not permitted at any time,

including those who are exempt from self-isolating, if you have travelled from a country not air bridged.

The link below directs you to a page on the Government website that lists the countries that are air bridged.

<https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors#countries-and-territories-with-no-self-isolation-requirement-on-arrival-in-england>

The Club reserves the right to cancel your reservation if advice from the UK Government imposes restrictions on travel from the country where your journey originates.

B

- **Bags**

Bags must be deposited at the Front Desk. Please put the bag on the desk and a member of staff will issue a ticket. Your bag will be sanitised with a UV Lamp and stored. Bags must not be left overnight.

- **Banqueting**

Banqueting facilities are restricted in accordance with government guidelines. Please call 020 7321 5114 or email banqueting@oandc.uk.com for further details.

- **Bedrooms**

Bedroom bookings can be made via the website, calling 020 7321 5149 or emailing reservations@oandc.uk.com Some restrictions are in place and check-in time has been moved to 4.00pm to allow for sanitisation of rooms. Further information is available when making your booking.

- **Bicycles**

Collapsible bicycles can no longer be deposited at the Front Desk. They may be stored in the Cloakroom if in a sealed bicycle bag and at the owners' risk.

- **Billiard Room**

The Billiard Room is available by booking in advance. Food and drink service is not provided in the Billiard Room.

- **Blomfield Room**

The buffet offering at lunchtimes is no longer available. This room will offer food from 12 noon until 9.15pm and drinks until 9.45pm – alcoholic drinks can only be served with meal served at a table, seven days a week. Informal dress will be permitted at all times. Tables can be booked in advance.

- **Bookings**

Bookings are necessary and can be made via the Members Only area of the website and are set out below.

Depending on the alert level in your area restrictions will apply, and before booking it will be your responsibility to ensure that you meet the criteria set out by the Alert Level in your area. Details of the three tier system can be found at [Alert levels of Medium, High & Very High](#).

- **Coffee Room** - Maximum table size of six

The Club Table cannot be used under current Tier 2 restrictions. As soon as restrictions are eased the Club Table will be reinstated.

When making table reservations online slots from 12.30pm to 4pm can be found under lunch and 4.15pm to 9.15pm under dinner, service will run throughout the afternoon.

- **Morning Room** - While every effort will be made to accommodate Members without reservations, it is strongly recommended that Members book tables in advance. Two hour slots will be available. The maximum number of people that can be accommodated is four due to space. Service will only be provided if you are seated at a table. **Alcoholic drinks will only be served with a meal. A Morning Room food menu is available.**
- **Library Desks** - Will be available by reservation only for a two hour period.
- **Business Area** – The workstations in the Pall Mall Room will be available by pre-booking only. A computer can be booked for a 30 minute period or a desk for a two hour period.
- **Billiard Room** - Should be booked in advance for a maximum two hour period.
- **Bridge Tables** – Should be booked in advance and can be reserved for a maximum four hour period. Playing cards will be issued from the Front Desk and no longer kept in the Smoking Room.

- **Breakfast**

Breakfast is available Monday to Sunday in either the Blomfield Room or the Coffee Room.

Please refer to Annex A for all Food and Drink timings.

- **Bridge Tables**

Bridge tables are available for use under a controlled booking system. Hot Beverages and soft drinks are available using the QR code on the table to access the ordering facility.

- **Business Area**

The workstations in the Pall Mall Room will be available by pre-booking only. A computer can be booked for a 30-minute period or a desk for a two hour period. **Sandwiches and drinks including alcoholic beverages** are available using the QR code on the table to access the ordering facility.

- **Business Meetings**

Government guidelines state that a maximum group of 30 may meet for business purposes with social distancing in place. It is also possible to hold a business meeting over lunch or dinner for a maximum of 6 people. Regulation 18 & 19 relating to the conduct of business in the Club house have been temporarily suspended. If you wish to hold a necessary business meeting in the Coffee Room please see Coffee Room below to book a table. For a private meeting room please see banqueting above to make a booking.

C

- **Capacity**

At times it may be necessary to restrict the number of Members and guests in certain areas of the Club house. The Front Hall can only accommodate a maximum of 10 members or guests and exceptionally it may be necessary to wait outside. Please co-operate with staff if this is the case.

- **Cash**
Cash payments are discouraged. Contactless card payment is preferred (maximum of £45) or Club Card (top up can be done via the Club website).
- **Changing Rooms**
The Ladies' Powder Room will be available. At busy times it may be necessary to wait.

The male squash changing rooms will be available for a maximum of two people at any one time. At busy times it may be necessary to wait.
- **Check-in**
Check-in is available from 4.00pm. New check-in procedures should be followed including temperature checks. These will be explained on booking. Contact reservations on 020 7321 5149 for further details.
- **Check-out**
Check-out is by 11.00am. Late check-outs will only be available if the room being vacated is not in use the same evening

New check-out procedures should be followed. Contact reservations on 020 7321 5149 for further details.
- **Cleanliness**
See Housekeeping section below.
- **Cloakroom**
Cloakrooms will be open as usual with a maximum of two persons at any one time. Cloakrooms will be sanitised on a regular basis.
- **Club Card**
The Club Card is the preferred method of payment. Top up via the Club website wherever possible.
- **Club Table**
The Club Table cannot be used under current Tier 2 restrictions. As soon as restrictions are eased the Club Table will be reinstated.
- **Credit Cards**
Preferred methods of payment are by Club Card or credit/debit card.
- **Coffee Machines**
The self-service Coffee Machines are no longer available. Coffee service will be available from areas of the Club listed in Annex A below.
- **Coffee Room**
The Coffee Room has a new layout with a reduced number of tables to achieve the recommended level of social distancing. Table sizes of up to six are bookable in advance.

Cooked and continental breakfast is available from 7.30am to 9.30am Monday to Friday and 8.00am to 10.00am Saturday and Sunday.

Depending on bedroom occupancy, breakfast will be served in Blomfield Room or the Coffee Room.

The continental breakfast buffet will no longer be provided.

Single use menus will be in use and wine lists viewable on an iPad.

Coffee Room service from lunch through to dinner is available all afternoon from 12.30pm with last orders at **9.15pm**.

Maximum table size is limited to six.

Please refer to Annex A for all Food and Drink service times.

- **Computers**

The workstations in the Pall Mall room will be available by pre-booking only and limited to 30-minute sessions.

- **Concerns**

Any Member or guest that has any concerns regarding Covid-19 should speak to the Duty Manager in the first instance or email the Secretariat at club@oandc.uk.com

- **Continental Breakfast delivery to a bedroom**

The delivery of a continental breakfast to the bedroom is available by prior arrangement. When it is delivered, the staff will call in advance and then come to knock on the door. This service is available 7.00am – 10.00am, seven days a week.

Hot drinks can no longer be served in bedrooms. Hot drink making facilities will continue to be available in bedrooms.

- **Corridors**

Members and guests should practice safe distancing in enclosed areas such as corridors by giving way to oncoming fellow Members, keeping left or waiting until the corridor is clear. Government guidelines state that face coverings are mandatory (unless an individual is exempt) in lobbies and corridors.

D

- **Departure from the Club**

Non-residents, for the purposes of track and trace, when departing the Club house should notify staff at the Front Desk.

- **Dinner**

Refer to Annex A for service times.

- **Drawing Room**

The Drawing Room is open from noon until 10.00pm to non-residents and from noon until midnight for Residents. **Sandwiches and drinks including alcoholic beverages** are available from Noon until 8.00pm, seven days a week using the QR code on the table to access the ordering facility.

- **Dress Regulations**

Dress Regulations remain in force. Informal arrangements will for the time being apply in the Blomfield Room. Ties will continue to be available for loan from the Front Desk. Jackets will no longer be available.

- **Dry Cleaning**

Dry cleaning facilities for residents are available. This facility is currently offered on a reduced basis. The same day service is available on Tuesday, Thursday and Saturday. Laundry left on other days, except Sunday will be returned the following day.

The relevant form must be completed and put into the bag before being tied and taken to the Front Desk for collection.

Returned dry cleaning should be collected from the Front Desk. If delivery to the bedroom is required, a staff member will call ahead and then leave outside the bedroom door.

E

- **Early Morning Tea**

Hot drinks can no longer be served in bedrooms. Hot drink making facilities will continue to be available in bedrooms.

- **Events – see Banqueting section above.**

F

- **Face Coverings**

Members and guests must wear face coverings at all times in public areas (unless an individual is exempt) except when eating or drinking, this includes when seated in a public room, in lobbies and corridors. All staff will wear face coverings (unless an individual is exempt).

- **Furniture**

Furniture has been spaced to aid social distancing. Members are requested not to rearrange furniture.

G

- **Gallery Bar**

The Gallery bar is closed for the foreseeable future.

- **Guests**

A maximum of five guests per member is permitted **if they are in the same household or support bubble.**

H

- **Hand Sanitiser**

Members and guests are required to sanitise hands on arrival at the Club. It is recommended that hand sanitiser is used whenever possible. Sanitising stations are available throughout the Club.

- **Health and Hygiene**

The Club is committed to observing the requirements of relevant Health and Safety legislation and applying government guidelines relating to Covid-19.

- **Housekeeping**

The Club already enjoys an extremely high standard of housekeeping. Before lockdown, the head housekeeper had implemented many enhancements to the cleaning programme including regular sanitisation of handrails, doorplates, and increased cleaning schedules in lavatories.

Historically, cleaning has been a task which was never seen. Staff come to work very early and public rooms are ready long before members arrive. This will continue to be the case, but cleaning will now be more visible to members and guests. Staff will be seen around the Club house throughout the day carrying out regular cleaning tasks with the additional standard of sanitisation by UV lamp.

Floor standing foot-pedal operated hand sanitiser stations are positioned around the Club house including at the entrance to the members lift on each level and at various key points

in the Club house. The small stainless-steel bottles of hand sanitiser will also be placed at every area where a member interacts with a member of staff.

L

- **Ladies Powder Room**

Social distancing should be maintained when using the Ladies Powder Room. At busy times it may be necessary to wait.

- **Laundry**

See Dry Cleaning section above.

- **Lavatories**

Social distancing should be maintained when using the Lavatories. At busy times it may be necessary to wait.

- **Libraries**

All libraries will be open as usual. **Sandwiches and drink including alcoholic beverages** are available using the QR code on the table to access the ordering facility. **Refer to Annex A for service times.**

Desks may be pre-booked with up to two hour slots available.

Books will be quarantined after use. The procedure will be clearly displayed in each library.

The North and South libraries will be locked between 10.00pm and 8.00am each day to facilitate sanitisation. The Silence Library will be open to residents only after 10.00pm.

Newspapers and magazines will be available on the Gold Key digital platform www.oandc-media.com. Tablets and a limited number of printed newspapers will be available from the Front Desk.

- **Lifts**

Main passenger lift: Only two persons in the lift at any one time. Priority is given for Members ascending. Where possible use the stairs. Hand sanitiser will be provided on each level.

Caged lift: Please avoid using the caged lift.

- **Lockers**

- Basement permanent lockers will be available as usual.
- Basement temporary lockers outside the male changing rooms will not be available until further notice.
- Mobile charging lockers in the Pall Mall Room will be available as usual. Members are asked to sanitise the locker before and after use.

- **Luggage**

Luggage may be stored at the Front Desk. The luggage will be sanitised and stored ready for collection. Luggage may not be taken into the Club house other than to a bedroom.

- **Lunch**

Please refer to Annex A for service times.

M

- **Magazines**

Magazines in print form will no longer be provided in the Club house. Access is available to a selection of magazines via www.oandc-media.com or via the Club website.

- **Masks**

Members and guests must wear face coverings at all times in public areas (unless an individual is exempt) except when eating or drinking, this includes when seated in a public room, in lobbies and corridors. All staff will wear face coverings (unless an individual is exempt).

- **Medicine**

Medication that requires storage in fridge/freezer can be given to a member of staff at the Front Desk where it can be labelled and stored in the fridge/freezer behind the desk.

- **Morning Room**

Bar tables should be booked in advance. Service is no longer permitted at the bar. Table service will be provided either directly to a member of staff or using the QR code on the table to access the ordering facility.

Open from 9.30am for hot beverages, soft drinks, and **for alcoholic beverages with a meal served at a table from 12 noon to 11.00pm. Last orders are at 9.45pm for all drinks.**

Food will be available to order in the Morning room from Noon to 9.15pm using the QR code on the table to access the ordering facility.

Members with a table reserved in the Coffee Room or attending a Club event in the Princess Marie Louise Room are permitted to have pre and post prandial drinks in the Morning Room.

Please refer to Annex A for all Food and Drink opening times.

N

- **Newspapers**

A limited number of printed newspapers will be available from the Front Desk. Access to a wide selection of newspapers and magazines is available via www.oandc-media.com or via the Club website.

O

- **Opening Times**

The Club house will be open from **7.00am until 11.00pm**, seven days a week.

- **Ordering facility using a QR code**

- The Ordering facility via the QR code is available once you are in the Clubhouse.
- A range of **food, hot beverages, soft drinks and alcoholic beverages when ordered with a meal** can be ordered in several public rooms using your mobile phone for delivery to your location.
- To access the ordering facility please scan the QR code using your mobile phone, which can be found on the tent card on your table which also provides the table number. Alternatively you can access the ordering facility by clicking on the relevant tab on a Club iPad or visit <https://order-and-pay.online/ox-cambs> from any device.

- Please refer to Annex A for service of meals and drink times and information about delivery via the ordering facility. Please ask staff for assistance, they will be pleased to help.

- **Overseas arrivals**

Please refer to the bedroom booking policy if arriving from overseas for a bedroom reservation.

Non-resident members arriving from overseas should before arriving telephone the Front Desk (020 7930 5151) for advice.

P

- **Post**

Members who are not resident at the Club should not arrange for postal or any other deliveries to be made to the Club house.

- **Princess Marie Louise Room**

The Princess Marie Louise Room will be used as an additional dining room if the Coffee Room becomes full.

R

- **Receipts**

Receipts from the Morning Room Bar, Coffee Room and Front Desk will be emailed to Members with a registered email address. Members without a registered email address will receive a printed receipt. Members will be able to request a printed receipt if needed.

- **Reservations**

Reservations are recommended for all services within the Club.

S

- **Secretary's Office, Deputy Secretary's Office and Secretariat**

Visits to the Secretary's Office, Deputy Secretary's Office and the Secretariat will not be permitted. Members who wish to speak face to face with the Secretary, Deputy Secretary or Secretariat staff should telephone for an appointment to be made for a meeting in a suitable place within the Club house.

- **Security**

Security arrangements are unaltered. Membership cards should be shown on entering the Club house. If requested for identification purposes any face covering should be briefly removed.

- **Showers**

The individual showers in the Ladies' Powder Room are available. The showers in the male changing rooms are available but only two people at any one time are allowed in the changing room.

- **Smoking Room**

This room will be open as usual.

- **Social distancing**

Members and guests using the Public Rooms are encouraged where possible to adhere to government guidelines on social distancing. Staff will remind members and guests about social distancing.

- **Squash**

The Squash Courts are open.

The Club asks players to follow England Squash guidelines which can found via this link <https://www.englandsquash.com/back-to-squash>

The courts are available to book for 45 minute slots, the first slot at 7.00am and the last slot at 9.15pm each day. There will be a 45 minute break between bookings to allow for cleaning and aeration.

One court will be unavailable while the other is in use. It will not be possible to book back to back slots.

Players are required to warm up and down on the court and not in the corridor. Breaks between games should also be taken on court.

It is no longer possible for the Club to loan squash equipment.

- **Staff**

All staff members have been trained to work to the new standards and procedures and about Covid-19 precautions in general. They have also been issued with a “Return to Work Guideline” booklet.

Training includes but is not limited to:

- Promotion of all hygiene procedures and techniques
- Training on Covid-19 health and safety and protocols
- Communication and interaction with colleagues, Members, and guests
- Use of Personal protective Equipment
- Social distancing

- **Support Bubble**

For those members in single households may we draw your attention to the fact that those in the same [support bubble](#) are permitted to eat or drink together at the same table inside. So, you can meet people outside your household if you make a support bubble with another household. Please click on the link to see if this something that may be possible for you.

- **Symptoms of Covid-19**

Persons showing symptoms of the infection should not attend the Club in any capacity. Should any Member, guest or other visitor develop symptoms while at the Club house, unless resident, he or she will be asked to leave, and track and trace procedures will be implemented in accordance with government guidelines. Residents will be asked to self-isolate in their bedrooms.

T

- **Temperature Checking**

Everyone arriving at the Club house is required to have their temperature checked using a non-invasive device. The first reading will be taken on the inside of the wrist. If the reading

is above 37.8 degrees Celsius a second reading will be taken on the forehead. Those who register two readings above 37.8 degrees Celsius will be refused admittance. This applies to staff and contractors as well as to Members and guests.

- **Terrace**

This will be open from 7.00am until 10.45pm.

- **Track and Trace**

From 24th September, Members are required to use the NHS Track and Trace App on their smartphone to scan a QR code located in the Front Hall to register their visit when they arrive at the Club house. Guests will also be asked to scan the QR code.

Members or guests without a compatible smartphone or no smartphone to read the QR code will be required to provide their contact information which will be recorded manually and check out with staff when leaving the Club house.

Information provided for the purpose of Track and Trace will, in accordance with NHS guidelines, be retained for 21 days.

U

- **Umbrellas**

These are available to borrow or purchase from the Front Desk. Residents may also borrow them from housekeeping staff.

V

- **Valuable items**

Some residents have safes in their bedrooms. Those who do not and non-residents may deposit valuables in the Front Desk safe.

- **Ventilation**

Air conditioning units will not be in use. Wherever possible fresh air will be provided by opening windows.

W

- **Water in Public Rooms**

Jugs of water and glasses will no longer be available on a help yourself basis in the Public Rooms. Tap water will be available free of charge from the bar in the Morning Room.

- **Welcome**

Members and guests will be warmly welcomed back to the Club house. Any questions about the temporary measures outlined in this document or the Club's approach to Covid-19 measures in general or about other Club related issues should be directed in the first instance to the staff at the Front Desk on 020 7321 5150.

Do not hesitate to ask a staff member for advice on any of the above or anything else not listed.

ANNEX A - Reflecting Emergency Provisions inserted under Regulation 59

Service of meals and drink - Notice pursuant to Regulation 26

The Club opens at 7.00am and closes at **11.00pm**

Early Morning Tea		
This service will no longer be provided. A bagged continental breakfast can be delivered to the room from 7.00am if pre-ordered on check in.		
Coffee Room		
†Breakfast (continental)	Monday to Friday	7.30am to 9.30am
†Breakfast (cooked)		7.30am to 9.30am
†Breakfast	Weekends	8.00am to 10.00am
†Lunch and dinner Alcoholic drinks may only be served when accompanied by a meal at a table	7 days a week	12.30pm to 9.15pm Last orders for drinks is 9.45pm
Blomfield Room		
†Hot food	7 days a week	Noon to 9.15pm
Drinks service Alcoholic drinks may only be served when accompanied by a meal at a table.	7 days a week	11.30am to 9.45pm
Gallery Bar		
		Closed due to social distancing
Business Area and Libraries		
Sandwiches, alcohol served before, with or after a meal, hot beverages and soft drinks using the ordering QR code available for delivery.	7 days a week	9.30am to 8.00pm
The Library Terrace		
	7 days a week	7.00am to 10.45pm
Food and Drink service not available during Winter months.		
Drawing Room Service		
Sandwiches, alcohol served before, with or after a meal, hot beverages and soft drinks are also available using the ordering QR code available for delivery.	7 days a week	Noon to 8.00pm
Hot drink machines		
		No longer available
Bar hours		
†Morning Room Alcoholic beverages may only be served before, with or after a meal. Drinks may only be served at a table.	7 days a week Alcohol served from 12 noon	9.30am to 9.15pm last orders 9.15pm for food last orders 9.45pm for drinks Room open until 10.55pm
†Blomfield Room - Informal Dress Regulation in place when open. Alcoholic beverages may only be served before, with or after a meal. Drinks may only be served at a table.	7 days a week Alcohol served from 12 noon	11.30 am to 9.15pm Last orders 9.15pm for food Last orders 9.45pm for drinks Room open until 10.55pm
<i>Note: drinks served Monday to Friday are discounted by 25% from 5.30pm to 8.00pm if paid for using Club membership card during this time in Morning Room or Blomfield Room.</i>		
Happy Vintage Port Hour		
Morning Room Blomfield Room Only available when served after a meal	Friday	From 2.00pm to 3.00pm vintage port is discounted by 25% if paid for using Club membership card.

Club Table		
Coffee Room	7 days a week	Not currently available under tier 2 restrictions.
<p><i>Closing times indicate:</i></p> <ul style="list-style-type: none"> • <i>in the case of services marked “†” last admission</i> • <i>In the case of all other services last order.</i> • <i>Last order for Savouries and hot dessert is half an hour after the above time.</i> 		