



## A to Z GUIDE FOR MEMBERS, GUESTS AND VISITORS

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.

*Food and Drink service to the public rooms using the QR code is currently suspended due to a shortage of staff.*

### 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 invited to sanitise their hands and scan the NHS code for track and trace purposes.

- **Arrivals for Accommodation**

Bedroom keys will be pre-prepared and ready for collection on arrival at the Front Desk.

*Self-isolation at the Club must be approved in advance. If arriving from overseas please refer to the guidelines below.*

<https://www.gov.uk/guidance/travel-to-england-from-another-country-during-coronavirus-covid-19>

### 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. Bags must not be left overnight.

- **Banqueting**

Banqueting facilities are available. All banqueting rooms have air purification units installed using the latest technology to provide filtered, purified air.

Please call 020 7321 5114 or email [banqueting@oandc.uk.com](mailto: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](mailto:reservations@oandc.uk.com)

- **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 as usual.

- **Blomfield Room**

Until 23 December, this room will offer food from 12 noon until 9.30pm. Informal dress will be permitted at all times.

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

- **Bookings**

It is recommended booking a table in the Coffee Room in advance to avoid disappointment.

- **Breakfast**

Breakfast is available Monday to Sunday in the Coffee Room.

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

- **Bridge Tables**

Bridge tables are available for use as usual.

- **Business Area**

The workstations in the Pall Mall Room will be available as usual. A computer can be booked for a 30-minute period.

## C

- **Cash**

The Food and Beverage areas in the Club no longer accept cash as payment. If you wish to pay with cash the transaction will be transferred to the Front Desk where you will be able to settle in cash. The Front Desk will now be the only place where cash is accepted.

Contactless card payment is preferred (maximum of £100 from 15 October) or Club Card (top up can be done via the Club website).

- **Changing Rooms**

Members changing facilities are available as usual.

- **Check-in**

Check-in is available from 4.00pm. Contact reservations on 020 7321 5149 for further information.

- **Check-out**

Check-out is by 11.00am. Late check-outs may be available upon request.

- **Cleanliness**

See Housekeeping section below.

- **Club Card**  
The Club Card is the preferred method of payment. Top up via the Club website wherever possible or at the Front Desk only within the Club.
- **Club Table**  
Available with the usual limit of three guests at any one time.
- **Credit Cards**  
Preferred methods of payment are by Club Card or credit/debit card.
- **Coffee and Tea Service**  
Coffee and Tea service will be available from areas of the Club listed in Annex A below and via a QR code ordering facility.
- **Coffee Room**  
Table sizes of up to eight are bookable in advance. For table sizes above eight please enquire with the Coffee Room Manager.  
  
Cooked and continental breakfast is available from 7.30am to 9.30am Monday to Friday and 8.00am to 10.00am Saturday and Sunday.  
  
Breakfast will be served in the Coffee Room.  
  
Coffee Room service is extended for dinner to include early bird dining from 6.00pm to 6.30pm.  
  
Please refer to Annex A for all Food and Drink timings.
- **Computers**  
The workstations in the Pall Mall Room are available and limited to 30 minute sessions.
- **Concerns**  
Any Member or guest who 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](mailto:club@oandc.uk.com)
- **Continental Breakfast delivery to a bedroom**  
The delivery of a continental breakfast to the bedroom is available by prior arrangement. Orders should be given to the Front Desk by 9pm on the preceding evening. 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, Monday to Friday and 7.45am – 10.00am on Saturday, Sunday and Bank Holidays.  
  
Hot drink making facilities are available in bedrooms.

## **D**

- **Dinner**  
Refer to Annex A for service times.
- **Drawing Room**  
The Drawing Room is open from 9.30am until 12 midnight. Sandwiches and drinks are available using the QR code on the table to access the ordering facility.  
  
Refer to Annex A for service times.

- **Dress Regulations**

Dress Regulations remain in force. Informal arrangements will for the time being apply in the Blomfield Room. Ties and jackets will be available for loan from the Front Desk.

- **Dry Cleaning**

Dry cleaning facilities for residents are available.

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*

- **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 as well as when using the libraries. All staff will wear face coverings (unless an individual is exempt).

## *G*

- **Gallery Bar**

The Gallery bar is currently closed. This will be reviewed by the Committee in January 2022.

- **Guests**

A maximum of Seven guests per member is permitted.

## *H*

- **Hand Sanitiser**

Members and guests are invited 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***

- **Laundry**

See Dry Cleaning section above.

- **Libraries**

All libraries will be open as usual. Sandwiches and drinks are available using the QR code on the table to access the ordering facility.

Refer to Annex A for service times.

Newspapers and magazines will be available on the Gold Key digital platform [www.oandc-media.com](http://www.oandc-media.com). Printed newspapers and magazines are available in public rooms.

- **Lockers**

- Basement permanent lockers will be available as usual.
- Basement temporary lockers outside the male changing rooms will be available as usual.
- Mobile charging lockers in the Pall Mall Room will be available as usual.

- **Luggage**

Luggage may be stored at the Front Desk. 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**

Access is available to a selection of magazines via [www.oandc-media.com](http://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 as well as when using the libraries. 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**

Members can place orders at the bar. Table service will be provided either directly by a member of staff or using the QR code on the table to access the ordering facility.

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

## *N*

- **Newspapers**

Newspapers are available in public rooms. Access to a wide selection of newspapers and magazines is also available via [www.oandc-media.com](http://www.oandc-media.com) or via the Club website.

## *O*

- **Opening Times**

The Club house will be open daily from 7.00am until 12 Midnight and until 1.00am on Fridays.

- **Ordering facility using a QR code**

- The Ordering facility via the QR code is available once you are in the Club house.
- A range of food and drinks 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 government website for latest travel information.

**Self-isolation at the Club must be approved in advance. If arriving from overseas please refer to the guidelines below.**

<https://www.gov.uk/guidance/travel-to-england-from-another-country-during-coronavirus-covid-19>

Please call the Front Desk if you need clarification.

## *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.

## *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 the Coffee Room to avoid disappointment.

- **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.

- **Smoking Room**

Sandwiches and drinks are available using the QR code on the table to access the ordering facility.

- **Social distancing**

Whilst this no longer applies Members and guests are encouraged to keep a social distance whenever possible.

- **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 light meters for the squash courts are controlled at the Front Desk. Court fees for 45 minutes are £7.50 including lights.

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.

**T**

- **Terrace**

This will be open from 7.00am until 11.45pm.

- **Track and Trace**

Although this no longer applies the NHS QR code poster will continue to be displayed and members invited to use it as per government guidelines

**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.

- **Water in public rooms**

Bottled tap water and glasses are available for Members and guests to help themselves in the public rooms. Tap water is also available free of charge from the bar in the Morning Room.

- **Welcome**

Members and guests will be warmly welcomed 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 to cover the period***

## ***11 October to 23 December 2021***

### **Service of meals and drink - Notice pursuant to Regulation 26**

***The Club opens at 7.00am and closes at 12 midnight. (1.00am on Fridays)***

<b>In room continental breakfast</b>		
A bagged continental breakfast can be delivered to the room from 7.00am Monday to Friday and from 7.45am Saturday, Sunday and Bank Holidays if pre-ordered before 9pm on the preceding day.		
<b>Coffee Room</b>		
†Breakfast	Monday to Friday	7.30am to 9.30am
†Breakfast	Weekends	8.00am to 10.00am
†Lunch and dinner	7 days a week	12.30pm to 2.30pm 6.00pm to 9.30pm Early Bird from 6.00pm-6.30pm giving 10% off total bill
<b>Blomfield Room – Informal Dress Regulation in place.</b>		
†Hot food	7 days a week	12 noon to 9.30pm Last orders 9.30pm for food
Tea and Coffee served from 9.30am Alcohol served from 12 noon to 11.00pm	7 days a week	9.30am to 11.00pm
<b>Gallery Bar currently closed</b>		
To be reviewed in January 2022		
<b>Business Area, Libraries, Drawing Room and Smoking Room</b>		
Food and drink using the ordering QR code available for delivery. Alcohol served from 12 noon to 9.30pm	7 days a week	<del>9.30am to 9.30pm</del>
<b>The Library Terrace</b>		
Food and Drink service using the ordering QR code available for delivery. Alcohol and Food served from 12 noon.	7 days a week	Open 7.00am to Midnight. <del>Last orders 9.30pm for food 10.30pm for drinks</del>
<b>Bar hours</b>		
†Morning Room Alcohol served from 12 noon to 11pm. (Midnight on Fridays)	7 days a week	9.30am to Midnight Last orders 9.30pm for food
<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>		
<b>Happy Vintage Port Hour</b>		
Morning Room Blomfield Room	Friday	From 2.00pm to 3.00pm vintage port is discounted by 25% if paid for using Club membership card.
<b>Club Table</b> in the Coffee Room	Lunch and Dinner 7 days a week	Available for members and members of reciprocal clubs dining alone or (subject to the conditions set out in Regulation 25) with one guest. Not bookable.
<b>Closing times indicate:</b>		
<ul style="list-style-type: none"> <li>• <i>in the case of services marked “†” last admission</i></li> <li>• <i>In the case of all other services last order.</i></li> <li>• <i>Last order for Savouries and hot dessert is half an hour after the above time.</i></li> </ul>		