



Horley Cricket & Hockey Club

Dear Member,

It was back in May that we last reached out to you for your support. We were in mid lockdown with no end in sight. With much uncertainty over our sustainability over lockdown we asked that you help support your club and pay your subscriptions regardless of the fact that you could not actually use it.

We were aware that this was big ask at the time and I can only say how overwhelmed we were with the response we received, thank you. So many of you paid immediately and the payments continued through May with some members even donating further funds over and above their subs. To all of those kind individuals who stepped up we wholeheartedly thank you, you have helped us no end in navigating our way through a financial nightmare. Many establishments will not be reopening but I am pleased to say that we will and you have directly helped us in achieving this goal, again, thank you.

With the easing of lockdown restrictions has come the long-awaited news that clubs, and pubs can re-open from the 4th of July. Whilst we were all naturally excited over this news it most certainly does not mark the end of the Covid-19 threat. To open safely and in a fully "compliant" fashion we had much to get in place based on the newly communicated guidelines. Re-opening in this current climate must be done properly and as tempting as it was to open on the 4th, our priority must be to ensure we have member and staff safety in mind along with the clubs overall well being. With the time we had after the government's latest confirmed guidelines coupled with brewery restrictions, we were not satisfied that we could deliver on these commitments so we have taken the decision to open on Thursday the 9th July. I know that this will disappoint many but please know that this decision has been taken for all the right reasons.

To be compliant we are obliged to have robust processes in place that refer to these latest government guidelines. These processes must dovetail with a fully "Auditable" Covid Risk Assessment that must be in place before a re-open is permitted at all. These commitments WILL be audited by government representatives and failure to comply could result in a closure which we cannot afford and something that your committee will protect against.

You can expect many changes on your return to the Club, some are obvious and in keeping with other establishments that you will have visited and some less so. During this initial reopen period we ask that you are patient with our staff team. We have tried hard to organise a flow of processes that deliver the levels of safety and control required but we are all learning here and we might have to fine tune things as the weeks unfold.

Whilst quite different from the old "Normal" we remember, hopefully most of the changes will make sense to what we are trying to achieve. We sadly cannot afford to have multiple staff members on in each shift to police every area so your co-operation, understanding and joint responsibility is needed please.

Below I have highlighted some key process measures that you should be aware of; I have also included some Safety Rules that we have adopted that should be respected. Finally, I have included our bank details for those of you who wish to visit us but have yet to pay your subscription. If you do not have access to online banking you can of course still pay at the bar.

Thank you for your anticipated support and we all greatly look forward to seeing you all again.

Kind regards,

Graham Walker
Treasurer

KEY NOTABLE CHANGES

Entrance Exits and flow of people: The ONLY entrance to the Club is now the entrance into the extension. The central door at the rear is now an “Exit to the Garden” only, and the new front double doors is now your exit from the premise’s (this is now an exit only door).

Cleaning & Sanitising - All staff will be washing their hands before, during and after shifts. Staff members will also be temperature checked before starting a shift. Bar areas and toilets will be sanitised on a timed rota and logged. Customer tables will be sanitised as members leave. To help achieve this we would appreciate it if you could advise your departure.

Ordering Drinks - There will be 1-meter markings outside where, at busy times, queues may well occur, we ask that you are patient and respect this. There will be a hand sanitising point at this door and at various points around the premises which you are encouraged to use. In support of the Track & Trace policy you will be asked for your name and entry time and contact telephone number so that these can be logged. Once inside you will then find a “Drinks Order Point”. For your safety there will be a Perspex shielded area where you will order. We ask that one person from a group order for all, we also ask that you hold back from the order point until the current ordered has vacated. You will be required to have your paid-up membership card on hand to secure your members discount. The members card reader and PDQ machine will be accessible to you to encourage contactless payment. (We are looking at a pay from table APP which is still a work in progress).

Your drinks will be taken to the “Collection point” which will be located towards the Advertising TV. From there please use the central exit behind you to go to the garden. We ask that you use the outside space as much and whenever possible please as this is where we can achieve the required distancing best. Whilst the sun is out this should be fine but knowing our weather this will not always be possible. Our inside space is a little more difficult to control. Our furniture has been arranged to assist in suitable distancing and the desired flow; we ask that you **Do not** re-arrange it please. We would also ask that space consideration is observed - for example, it makes sense for a larger table to be available for a family of a Bubble group rather than that space being underutilised by just two individuals – there are plenty of smaller tables available! On the whole much of this simply comes down to common sense, of which we all need to have in abundance at this time.

Games - The Pool table / Bar Billiards will remain out of commission until further notice. Darts will be permitted but will be restricted at peak times to cater for more seated tables. Fruit machines will be operating as usual and we ask that you sanitise the gaming areas touched before and after use, with the products provided.

Sports facilities - Please be aware that until further notice our Squash Courts and Cricket pitch remain closed and under no circumstances should they be used until restrictions have been lifted.

Rule Compliance and understanding – We have no choice but to put in place these measures to ensure compliance and most importantly, all of everyone’s safety. Most of these measures are not subject to negotiation; they are enforced requirements and the commitments we are bound to, to reopen. Everything that is required by Law has been clearly ‘sign-posted’ and this clarity should make for a relaxed and enjoyably safe visit. The enforcement of these rules is all of our responsibility and at times our staff team may have to remind visitors of this. In these instances, please remember that they may not be feeling comfortable over doing this and we ask that you heed their requests with-out question and act in a positive fashion. Refusal, argumentative or aggressive behaviour cannot be tolerated at any level and offending individuals will be asked to leave and a ban implemented with immediate effect.

Initial Opening Hours

Monday - Friday 4.00 to 10.00

Sat – 3.00 to 10.00

Sunday – 1.00 to 7.00

Pay my Membership

Account name - Horley Cricket & Hockey Club

Bank account: 40304050

Sort Code: 20-23-97