

We have been delighted to welcome our members and guests to Prince's & The Lodge during these challenging times. The information below outlines the steps we have taken to ensure that golfers & guests can enjoy their stay.

**Update 25/9/20:**

Following the announcement from the government Prince's and The Lodge at Prince's will be adding the following guidance in addition to prior notices:

- All food outlets will be table service only. Please be patient as service will take longer than usual. Your table will have a number and you will be allocated this for the duration of breakfast, lunch and dinner. All payments must be made by credit/debit card, members card.
- Face coverings must be worn by front of house staff and professional shop staff. Reservation staff will need face coverings when meeting guests face to face.
- The Brasserie on the Bay and Lodge Bar must close at 22.00 with last orders at 21.30. Last orders for food will be 20.45pm.
- All customers must wear face masks until they sit at their allocated table. Once seated the face mask can be removed.

**Health and Safety:**

- All staff members have undertaken the High Field Online Training Covid-19 business course to enhance their knowledge of the relevant guidelines, procedures, and cleaning processes required
- Please make use of the hand sanitizing stations.
- We have successfully completed the Visit Britain 'Good To Go' Covid-19 accreditation
- The Lodge at Prince's has also been inspected by an external health & safety consultant to ensure that all our procedures meet with the government guidelines
- We will be limiting those who can access The Lodge to residents, members and members' guests only. This will enable us to carry out contact tracing if needs be and to ensure we have enough room for all guests
- All staff will be temperature checked upon arrival at work.
- We will collect details for guests and group organisers to comply with the Track & Trace system, we will be using the official app from 24<sup>th</sup> September.

### **Social Distancing:**

Working alongside international signage supplier ARC who have audited and supplied numerous companies throughout this pandemic, we have installed the following:

- Social distancing graphics throughout all public areas
- One-way systems, messaging, and other signage to assist our guests when visiting.
- We are fortunate to have several dining areas and good outside space for our guests to enjoy food and beverages. These areas will have reduced seating to ensure the guidelines are adhered to.
- The bar area has floor stickers for customers to ensure distancing when ordering, please ask one person per group to order at the Bar.  
We are complying with the 'Rule of Six' – maximum of 6 people per table, do not move furniture or chairs together.

### **Public areas, restaurant, and bars:**

- Face coverings must be worn in all indoor areas. Coverings may be removed in the bar and restaurant areas for the purpose of eating and drinking. There are some exemptions to wearing face coverings including children under the age of 11 and those with certain disabilities.
- High-touch areas, such as bathrooms, lift buttons and remote controls, are disinfected, and cleaned with a higher frequency
- Hand alcohol stations are available in reception, toilets, bar, and the Brasserie
- All tables and chairs in our restaurants are cleaned at a much higher frequency, and after each seating
- The menus will be displayed on chalk boards
- Wine lists will be available but will be wiped down after every use
- Please be advised that due to the new cleaning regime that service may take a little longer than expected.

### **Check-in and check-out at the Lodge:**

- We are only allowing one guest at a time in the reception lobby
- Please complete a guest registration form in advance of arrival in order to minimize the time spent at the reception desk.
- Check in time is 16.00hrs this is to allow the housekeeping team extra time to clean rooms. If your room is available before this time you will be notified
- Check out time is 10.30hrs



# PRINCES

— SANDWICH BAY, KENT —

## **Rooms at the Lodge:**

- Rooms will be deep cleaned and sanitised by the housekeeping team.
- Housekeepers will use the appropriate PPE
- Each room will have its own bottle of hand sanitising gel
- Loose items such as pens, note pads and information material have been removed from rooms
- All rooms will be deep cleaned, and all housekeeping staff will have the appropriate PPE
- All magazines and marketing collateral have been removed apart from those that can be cleaned

## **Breakfast at the Lodge:**

- Breakfast will be between 7.30hrs and 10.30hrs. If you have an early tee time, we can arrange breakfast to be taken away from the Lodge, please advise this at check-in

## **Dinner at the Lodge:**

- Dinner will be available between 17.30hrs and 20.45hrs. We will be offering a slightly reduced menu and when possible, pre-orders will be taken. The menu will be displayed on a chalk board please feel free to take a photo so that you can peruse the menu and orders will be taken at the bar.

## **Payments:**

- We are unable to accept cash at the present time, so payment must be made by credit card or members card. Unfortunately, we will not be able to charge items onto room accounts so all items must be paid at the time.



# PRINCES

— SANDWICH BAY, KENT —

## Golf

In addition to the relevant guidelines above

- The Clubhouse will be open from 7.00am to 7.00pm
- Please check in at the Pro Shop for your tee time
- Food service will be from 7.30am to 4.30pm
- Face coverings must be worn in all indoor areas. Coverings may be removed in the bar and restaurant areas for the purpose of eating and drinking. There are some exemptions to wearing face coverings including children under the age of 11 and those with certain disabilities.
- We have installed social distancing collateral around the clubhouse and the golf course.
- All hire items are cleaned and sanitised on a daily basis.
- As all rakes have been removed from the course you can move your ball 6 inches no nearer the hole. Please attempt to smooth over any footprints when exiting the bunker.
- Flags must remain in the hole at all times.
- Bins have been removed from the course so please store any rubbish in your bag and empty when returning to the clubhouse.
- Payment will be taken via your members levy or credit/debit cards. We are unable to take cash at this time.
- Only 4 people at one time will be allowed in the Proshop.
- Changing rooms will remain closed but toilets are open.