

An Important Message to Members & Guests

Hever Castle Golf Club has prioritised the safety of its members, guests, employees and suppliers at all times during the Covid-19 crisis.

Working with Claire George our Front of House Manager and Matthew Mcloughlin our Head Chef, we have produced a set of guidelines designed to help Members and Guests understand the 'new normal' for Club hospitality, which has now been updated with the new restrictions coming in to effect on 24th September.

Members and Guests are asked to adhere to the guidance, be respectful of fellow members, guests and employees and to prioritise safety at all times. Please embrace our new Captains' (Annette and Calum) club motto, as I think it encapsulates very well how Golf & Hospitality can be very much enjoyed over the months ahead. **"Be Patient, Keep Positive and Stay Safe"**.

We will continually monitor and review our policies and will take action to adjust and improve each policy as and when appropriate. All Members and Guests can feedback their experiences or concerns through our bespoke email feedback@hevercastle.co.uk.

On behalf of all staff and officials at our club, I thank you in advance for your commitment in helping to deliver a club we can all be justifiably proud of.

Jon Wittenberg, Club General Manager



THE WATERSIDE
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Waterside Hospitality

v6 updated 02.10.20

The main principles behind all measures employed here are to provide a facility with the space to socially distance with limited shared touchpoints and enhanced sanitisation.

The pages that follow break down our hospitality experiences:

- Welcome to the Waterside
- Waterside Drinks & Dining
- Takeaway Service



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Welcome to the Waterside

At The Waterside, we offer a breakfast, lunch and early evening menu with a variety of dishes to suit all tastes.

When the weather allows, our alfresco services will be operating outside with tables, chairs, parasols and sofas all available for use.

All tables are set to the 1M plus rule with a maximum of 6 people seated together. It is important that all tables are kept in position, as these have been set to give the most appropriate layout to The Waterside to preserve social distancing. In busy times a time limit may be put in place.

Hands are washed between serving each customer and staff will wear face coverings when delivering food and drinks. All areas of the bar & kitchen that are used for service are cleaned regularly throughout the day with industry food safe sanitisers.

We suggest you reserve a table at The Waterside, be it for a meal or just a drink as current restrictions mean table service only. Bookings can be made by calling the Bar: 01732 701010 or emailing: waterside@hevercastle.co.uk



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Waterside Drinks & Dining

By law, all hospitality must be table service only from Thursday 24th September, whether you are ordering a meal or just a drink. A member of staff will greet you on your arrival to The Waterside and show you to a clean, sanitised table. All food and drink orders will be taken at the table. Please do not go to the Bar.

At busy times, there may be a maximum stay of 2 hours for each table to help us accommodate as many members and guests as we can.

Masks must be worn around the bar, restaurant and wider clubhouse when you are not seated at a table.

The oneway system will no longer be in place in the Bar & Restaurant, however please be sure to socially distance when moving around these areas.

All tables, arms and backs of chairs will be sanitised each morning and in between each table being used. Staff's hands are washed between serving each customer and face coverings will be worn. All areas of the bar & kitchen that are used for service are cleaned regularly throughout the day with industry food safe sanitisers.



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Takeaway Service

A takeaway service will operate for members and guests wishing to take food and drink away with them.

We ask you to enter via the Spike Bar and place your order and pay. Once your order has been placed, you will be asked to wait at one of the socially distanced spaces (1, 2 or 3) on the bench seat while your order is being prepared.

Alternatively, takeaway items can be purchased from the Refreshment Hut when available.



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