

CUSTOMER GUIDANCE Update 30 Dec 21

Our Core Aim is to ensure our staff and customers are safe at Dreadnoughtrock also have an enjoyable night as it always has been for five decades as we enter 2022.

Let's not lose sight of the fact it is **your personal choice** whether to come to the club for a live event or to what is Scotland's longest running Rock Club. We expect you will make the informed choice and act responsibly if you decide to come along to enjoy your night and apply a wee bit of common sense to the situation, also follow our suggestions to keep all staff and customers as safe as possible.

This is very much a working document and subject to change, update or review as current advice and guidance from Scottish Government, Police and any Health and Safety protocols are updated.

If you feel anxious or unsure about coming to the club due to the ongoing covid19 pandemic which we fully appreciate and it is your choice to attend or not, buy a ticket for a forthcoming event or not. On the other hand if you don't agree with any the guidance and feel you cannot abide with simple requests through the night for everyone's safety then **please do not come**. A polite reminder we still have the right to refuse entry to anyone that has been called upon more I can remember.

Customers should:

- ALWAYS keep up to date with and follow Scottish Government advice.
- Keep up to date with travel advice from Transport Scotland - including on face coverings.
- Refrain from travel to or entering the club if you have symptoms of illness, or others in your household are unwell or symptomatic – please check with NHS Inform if you are unsure or need further advice.
- Please take a LATERAL FLOW test a couple of days before you intend to come along for that added peace of mind you are not asymptomatic. This is not a requirement for entry to our live events BUT is an alternative to producing proof of vaccination for entry to the NIGHTCLUB (from 6 Dec). LATERAL FLOW TESTS have to be uploaded to the Gov website as evidence of when the test was done and the results to show your text/email to enter.
- Pay attention to and follow all instructions and advice that is provided in our guidance advice and staff on the night – this is for your safety and that of other customers also all our staff.
- Provide your contact details when entering the club to support NHS Scotland's Test and Protect service if not coming for a live event. (Live events will use skiddle rapid scan as your check in when you purchase an online ticket)
- FOR LIVE EVENTS OUR TICKET PARTNER SKIDDLE HAVE UPDATED YOUR TICKETS TO GATHER GUESTS INFO TO SAVE TIME AT THE DOOR. Please ensure you update your guest information in the skiddle app or via skiddle website as this will act as your track and trace information.
- Check with us in advance on any specific requirements you may need as we possibly will be managing capacity to comply with ongoing covid guidance's and a safe approach to numbers able to enter– this will avoid both a wasted trip if you are unable to be admitted..
- **Keep your hands clean** - use the hand hygiene products that are provided for your use, or use your own, before or after you touch any common areas – we will also be doing this at the club but please remember regular hand hygiene is good practice and reduces the risk of transmission.

- Catch coughs and sneezes in a tissue and dispose of any tissues into a bin (in toilet area) and wash hands immediately. If you do not have tissues to hand, they should catch coughs and sneezes in the crook of their elbow.
- **EVERYONE WILL STILL BE REQUIRED TO WEAR A FACE COVERING WHEN ENTERING THE CLUB and WHEN MOVING ABOUT IN THE CLUB ie - Going to the Bars, Toilet, Smoking Area etc AND WHEN LEAVING. Genuine exemptions on health grounds still apply and not just that your glasses fog up or it's uncomfortable.**
I know it's a pain - BUT STILL MANDATORY and a REQUIREMENT in ALL hospitality and Bar settings not just unique to the Dreadnought.
- **PLEASE NOTE : OUR BARS are for SERVICE ONLY as they were and have been pre-covid and remain the case now.** It'll be great to have this little luxury back after so long but Once served please move away from the bar to avoid crowding. This will allow a speedy bar service during the course of the night for everyone.
- Be prepared to show ID and possible removal of face coverings if requested. Staff are facing increased pressure at this time regarding age-verification, with face-coverings recommended for use.
- **Abusive behaviour will not to be tolerated and at its worst it could constitute criminality and removal from the club.**

FOR LIVE EVENTS : 27 December 2021 – 17 January 2022 these points are our guidance for attending :

FYI : Until the Scot gov update on 11 January 2022 takes place we don't know what follow on guidance there will be or if any additional amendments will happen after 17th January. Just have to wait and see same as we do unless you have a crystal ball.

The Nightclub will temporarily have to remain closed in this period to at least 17 January so will only be open for live events downstairs until further updates are announced.

We would also urge you to take a Lat Flow test before heading to the live events for added peace of mind and if everyone did the same provide a safer environment to be in too.

Bar Service can still be offered at two serving points (as stated in recent Hospitality guidance published by Scot Gov) as during the live shows where band volume can make it tricky to communicate orders resulting in staff and customers having to lean in close to be heard, so we feel that is practically reasonable and a far safer option to allow you to order your drinks from the bar where a safer distance can be maintained between you and staff who will both be masked, also being the furthestmost point in the venue away from the stage and where live music volume is lower.

PLEASE NOTE : ALL DRINKS MUST be taken back to your table and consumed WHEN SEATED. No standing at the bar drinking or at any standing areas at any time – you have to be seated.

Please only have one or two from the group go to the bar at a time please to avoid crowding or Queuing. Please provide a 1m distance to anyone else waiting to be served. As the capacity is heavily cut we feel this will more than manageable for anyone attending. Wee reminders as ever will be given from staff so please listen to the advice.

Groups from no more than 3 households that you are comfortable to be with and responsible for.

Groups are free to choose where to sit in the venue at the tables and stools provided. Separate groups must maintain a 1m distance from each other please. We will assist in moving any tables where required but please just use a bit common sense and manners to ask if a stool is being used.

NO pre-booking of tables is required this time round for the avoidance of doubt, you are free to book tickets as required to a maximum of 8 tickets so just organise who will be in your group.

Venue Capacity will be limited to seating availability downstairs for each event to avoid any crowding and maximum space for added confidence. Tickets are available only to that heavily reduced seating capacity limit. We would still urge anyone attending to use the online ticket ordering system as it will act as a track and trace method also show that you are coming along.

Venue Ventilation will be in operation as it has through the pandemic along with our other covid protocols to provide as safe an environment as possible through another very challenging period.

Due to re-introduction of physical distancing we would ask you not to dance in front of the stage. Seat dancing is the way ahead for now.