

CUSTOMER GUIDANCE & JOURNEY AROUND THE CLUB-5. (Valid from 9 Aug 2021)

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 nearly five decades.

While we appreciate some aspects of the relaxations are still a hot topic of debate and why are nightclubs or venues are being treated differently from the likes of schools and trains etc. Let's not lose sight of the fact it is **your personal choice** whether or not to come to the club for a live event or nightclub opening. We expect you will make the informed choice and act responsibly if you decide to come along to Dreadnoughtrock just the same as going to many other places such as bars and restaurants even football games. We are not forcing you to come which is the difference many forget and yes the virus hasn't yet gone away so please keep to the basic mitigations of washing hands, the continued wearing of masks in certain scenarios, use the multitude of sanitiser pumps around the venue, give a wee bit of space to those who you are not with and apply a wee bit of common sense to the situation.

We know it could be different from how we normally rocked pre-covid for the next wee while so would appreciate your understanding and be considerate to those around you. Certain changes and considerations have still to be in place to operate safely so would ask everyone to respect those ongoing changes and mitigations required.

This is 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.

Our Guidance has been produced and developed to help plan before coming to the club and while there.

If you feel anxious or unsure about coming to the club due to the ongoing covid19 pandemic which we fully appreciate and understand that but hopefully 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 in order for the club to be open in first place or through the night for everyone's safety then **please do not come**.

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.**
- 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)**

- Please ensure you have enough charge and data in your phone to use the check in service – this is your responsibility. If you cannot scan in because of this, refuse to or cannot operate your phone because you have had one too many you may likely be refused entry. While our doorstaff are patient and helpful there is a limit we/they can and will go to. Please download the NHS Scotland **CHECK IN SCOTLAND APP** before setting off to the club as it's by far the easiest way of checking in with us and a huge amount of other bars and restaurants. There is no written methods/books to check in as that does not adhere to current privacy laws or any privacy for that matter.
- **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.
- **ONLINE Tickets are available to download or access fully 24hrs before the event.** This is to stop duplications, ticket touting and if any last minute changes occur to the event.
- Check with us in advance on any specific requirements you may need as we possibly will be managing capacity to comply with ongoing covid guidances 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 THIS SOUNDS A PAIN - BUT THIS IS A SMALL SACRIFICE TO ENSURE WE CAN STILL ROCK AS NEAR TO NORMAL.**
- **Regardless of your position on this - Our main ask is when going to the BARS for drinks – please wear your mask for the time being and when it's still mandatory or in other words law to do so which will also help protect our staff.**
- **MASKS ARE NOT REQUIRED WHEN :** DANCING IN CLUB / DRINKING when SEATED or STANDING whether at a table or standing with a drink in hand watching a live show. Please use a bit common sense and try to adhere to a simple request for time being.

UPDATED from Latest Guidance published on 6 Aug

- **PLEASE NOTE : OUR BARS are for SERVICE ONLY as they were and have been pre-covid and now we are allowed to serve you once again from 13th August 2021 onwards nothing has changed on that.**

It'll be great to have this little luxury back after so long but Once served please move away from the bar back to where you were standing or sitting. This will allow a speedy bar service during the course of the night for everyone. Please don't abuse this simple request and stand at the bars just because you want to, so if asked to move away from the bar during the course of the night please do so.

- 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 be tolerated and at its worst it could constitute criminality and removal from the club.**
- Everyone will be required to use the hand sanitisers on entry and regularly during their stay. There are plenty available through the venue.

ENTRY TO THE CLUB will begin via the MAIN ENTRANCE as normal.

Ensure you have a mask and have it on outside please to interact with doorstaff until further updates take place from Scot Gov

FOR LIVE EVENTS :

Please have your TICKET info ready to be scanned on entry **ALSO ALL TICKET HOLDERS TO COME TOGETHER IF PART OF A GROUP**. It was hard enough pre-covid to manage stragglers and even more so now so please can your guests all arrive together and enter together where possible.

Everyone has to track and trace on entry not just the ticket purchasers.

- **FOR LIVE EVENTS OUR TICKET PARTNER SKIDDLE HAVE UPDATED YOUR TICKETS TO GATHER GUESTS INFO ALSO. Please ensure you update your guest information in the skiddle app or via skiddle website to save everyone lots of valuable drinking time as this will be part of your track and trace information.**

Live events can now operate **without** distancing, capacity limits or pre-set seating. It is back to a first come basis for any seating and tables in the venue. Tickets are now a normal general entry ticket to buy one or as many as you wish. Please note some events will be busy or near full capacity as they have possibly rolled on from 2020/2021 postponements. Timings as per the relevant event information. Please check event info for all that.

There is insurance available for tickets and worth reading into before purchasing if it offers a wee bit more peace of mind surrounding isolation pings or testing positive prior to an event also other factors. Worth a wee read here - <https://www.skiddle.com/refund-protection.php>

FOR NIGHTCLUB ENTRY when re-opened. Please refer to website for re-opening date.

A gradual return to normal operating times will most likely be in effect to allow all staff time to cope with re-opening. We may operate reduced hours and capacity to help in this process.

Don't be daft enough to think it will be full speed ahead right from the re-start or moan if closing earlier than normal for a limited period. Curfews may also be trimmed back too. Keep an eye on the NEWS Sections weekly for that info.

Pay at Paybooth at main entrance – **CASH ONLY** just as it ever was. You will be able to enter lower level after live sessions have wrapped up or via side door if a major live event is on.

YOU WILL BE REQUIRED TO CHECK IN VIA NHS TRACK and TRACE until advised otherwise.

- **Please ensure you have enough charge and data in your phone to use the check in service – this is your responsibility. If you cannot scan in because of this, refuse to or cannot operate your phone you may likely be refused entry. Please download the NHS Scotland CHECK IN SCOTLAND APP before setting off to the club as it's by far the easiest way of checking in with us and a huge amount of other bars and restaurants. There is no written methods/books to check in as that does not adhere to current privacy laws or any privacy for that matter.**

ACCESS and TOILET DOORS / VENTILATION

To continue to reduce any contact with highly touched and contacted areas such as door handles throughout the club also to assist with air flow we will be leaving as many doors open as possible OPEN at all times (subject to weather conditions) along with our air intake and extraction systems which will be in operation all night.

We hope these simple mitigations will give you the confidence to come along over other venues that don't have them or bother to keep you updated of their procedures.

Open door policy will also apply to toilet access doors. Please do not close them of your own accord. Due to the positioning of the access doors to our toilets your privacy will be maintained when using the loos.

Please ensure you wear your mask when moving around the club including heading to the loo and when inside the toilet areas.

SMOKING/VAPING AREA – Access and entry door located on lower level at base of main stair in a new smoking shelter. Main access door must be closed over at all times for noise but is NOT LOCKED so easily opened. Please do not jam it open.

Area just outside the access/exit door MUST always be kept clear please.

Wear a mask when traveling to and from smoking areas for time being please.

Smoking and Vaping under sheltered area only.

Please note : Vaping inside the club is no longer permitted.

No shouting, screaming or singing at any time in SMOKING AREA.

Please heed guidance from our staff and warnings to comply with a simple request and adhere to our noise policy also our neighbours. If you persist in ignoring our requests and continue to act like “a wee fanny” then you will be asked to leave the smoking area or club altogether.

NO alcoholic drinks are allowed outside the club or in the smoking area at any time.

EXITING THE CLUB

Please ensure you wear a face covering when moving about the club and when **leaving**. Please inform the doorstaff if you **need to nip out and will be returning** as they are not psychic or mind readers. Failure to do so will result in you possibly being refused re-entry.

CLEANING

We will still be operating an enhanced and regular cleaning regime during the course of the night so would kindly ask you allow staff space to wipe or clean down any tables regularly if required, give way and distance if they are cleaning handrails and handles etc also if they enter the toilet area's. Thanks in advance but this is important that it is carried out regularly.

If you have any issues during your visit please feel free to talk about them with staff at the time as this may resolve any minor problems also help us improve our guidance and service during this very different and challenging time.

Many thanks for your custom and loyalty. The Rock Crew