

CUSTOMER GUIDANCE & JOURNEY AROUND THE CLUB-3. (Updated 14 July 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.

We are not trying to put a dampener on your night out with all the following guidance but feel you are better to know in advance that there are certain things we will have to adapt to at this time with a few things that have to be adhered to properly.

No one in the hospitality and Live Music industry would want to impose on your normal way of things but the last 15 months have not been normal have they.

We know it will be different from how we normally rock for the next wee while so would appreciate your understanding and be considerate to those around you. Certain changes and considerations have to be in place to open safely so would ask everyone to respect those changes.

Apologies in advance for the length of the guidance but feel it is important you know everything in advance and hopefully take it on board BEFORE YOU BOOK a LIVE TICKET and come along. You know how we like to do things and if it's worth doing it's worth doing right to manage the risks of transmission to all who come in. So, if you think it's a wee bit over the top compared to other pubs or venues then fair enough but would rather do this than have tons of questions as you come in or have anyone in any doubt how serious we are taking Covid risk management.

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 after reading this may give you the confidence to attend. On the other hand if you don't agree with any the guidance and feel you cannot abide with simple requests especially to keep a social distance 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.
- **REMEMBER THAT WE ARE ONLY ALLOWING A SET MAXIMUM OF PEOPLE PER TABLE AS PER EVENT GUIDE and TABLE AVAILABILITY for each household. This is so there is a safe space around tables and for all to enjoy the live events. ALL must stay socially distant when indoors unless from the same household. ALL Ticket purchasers are responsible for who is in their household at time of booking the table size required.**
- 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. FOR LIVE EVENTS OUR TICKET PARTNER SKIDDLE HAVE UPDATED YOUR TICKETS TO GATHER GUESTS INFO TO SAVE TIME AT THE DOOR ALSO completing the NHS Scotland check in also.**
- check with us in advance on any specific requirements you may need as we will be managing capacity to comply with physical distancing requirements – this will avoid both a wasted trip if you are unable to be admitted..
- **stay in your own household groups or extended groups to the MAXIMUM of THE TABLE BOOKED, observing physical distancing guidelines at all times as per Scottish Government instructions. DO NOT MINGLE or try to join another household/table during the course of your visit to the club/**
- 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.
- exercise caution and **do not gather** at any bottleneck points – this should not happen as we will have plans in place and staff to manage this risk, but always be mindful to avoid an area if a build up occurs before staff resolves it as this presents a higher risk of transmission.
- please ensure that you are considerate to one another and to all our staff that are providing guidance as well as serving you. Please be courteous and understand that staff are working in challenging circumstances.
- **EVERYONE WILL BE REQUIRED TO WEAR A FACE COVERING WHEN ENTERING THE CLUB, WHEN MOVING ABOUT IN THE CLUB (Going to the Toilet, Smoking Area etc) AND WHEN LEAVING. THIS IS MANDATORY – NOT OPTIONAL UNLESS YOU HAVE A GENUINE REASON NOT TO WEAR A MASK!**
- bear in mind that some people may find these measures more difficult to adhere to than others e.g. those with sight loss, autism, learning disabilities, dementia, or other communication or mobility needs.
Please be considerate of them, respecting and accommodating differences by giving way when you are out and about.
If you do have any specific needs or requirements, please contact the club beforehand.
- 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.

2m SOCIAL DISTINCING FOR LIVE EVENTS ON BOTH LEVELS from EACH HOUSEHOLD/TABLE UPTO 17th July 2021 then for events 23rd July onwards distancing drops to 1m across the whole of Scotland. We will still maximise the space between tables to allow the maximum enjoyment from the live events and those coming to feel safe as has always been the case in the past.

The person who booked the table are responsible for who is in their household group. PLEASE NOTE : Those who purchase the tickets – can you please complete all guest information for the tickets via skiddle web or app services please. This is for track and trace purposes and will save a lot of time at the door on the night also double up on track and trace data. This is applicable from 16th July 2021.

The NEW LIVE journey around the club until Social Distancing and restrictions are reviewed and updated :

KEY POINTS :

- Socially distanced gigs will have staggered entry times dependant on what table you booked so would ask you adhere to those times. Everyone arriving at once will simply produce a bottle neck trying to get in and everyone trying to get served at the same time even with table service. So simply staggering the entry times slightly should help avoid this. You may have to Q in the designated area **outside** the club at a 2m social distance prior to entry or if you are late until a staff member can direct you to your seat/table. Please refer to the table plan for each event in advance so you know where to sit.
- Everyone will need to complete **NHS Scotland Track and Trace / Check In IF THEY HAVEN'T COMPLETED ALL THAT INFO ON YOUR SKIDDLE TICKET INFORMATION.**
- IF you are more than 30mins late from your entry time your table may be re-used if possible and no refunds will be made for no shows. SO please don't be late.
- As per the Government guidance **everyone will have to be seated in the club** so as a result we will be running at less than one quarter capacity to ensure social distancing can be achieved safely. Please show your support at this time and be in start to finish.
- **Live Level only from 2nd July to 7th August. There has been no appetite to go upstairs and with continued times event to midnight it had become clear that it will not be viable for those who did ask – sorry but you'll have to wait until we can rock upstairs. No Nightclub until advised by Scot Gov.**
- Temporary opening times are Friday and Saturday 7pm-11pm at Tier ONE over both levels and 7pm – MIDNIGHT at TIER ZERO (subject to slight alterations to deal with live event being hosted on that night)

- Table Service ONLY so please enter and go to your prebooked table then a staff member will get your order and through the course of the night. Please be patient with staff on this as it's completely new for us. Hell mend ye if you give staff cheek.
- **EVERYONE WILL REQUIRE TO WEAR A FACE COVERING WHEN ENTERING, MOVING ABOUT THE CLUB and EXITING. ONLY WHEN SEATED CAN YOU REMOVE YOUR FACE COVERINGS.**
- Everyone will be required to use the hand sanitisers on entry and regularly during their stay.

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.

Please have your TICKET info ready to be scanned on entry **ALSO ALL your household to be present at the same time for entry.** It was hard enough pre-covid to manage stragglers and even more so now so please can your household all arrive together and enter together where possible.

Everyone has to track and trace on entry not just the ticket purchasers.
Our door staff will assist if you don't have a smart phone to check in.

Please **show** that you have completed the NHS form to the staff member then enter and use our sanitiser as you go in.

TRACK and TRACE / TEST and PROTECT IS STILL MANDATORY at the club and now LAW from 13 Aug 2020 which comes into effect on 14 Aug 2020.

<https://www.legislation.gov.uk/ssi/2020/241/contents/made>

If you don't wish to complete the form, that is totally fine and you are entitled to make that decision but I'm afraid you will not be allowed to enter even tho you have booked a ticket to get in.

There **MAY NOT be any cloakroom facilities** in this initial phase of opening I'm afraid so you may be asked to keep an eye on your own jackets.
Please open any rucksacks and oversized bags on request by door staff at arm's length so can be viewed at a safe distance.

IF you have a Live Level table (downstairs) then please enter main door and proceed to your table you have pre-booked downstairs.

TABLE SERVICE ONLY so please do not approach bar for ordering. Certainly, if you have any issues please approach the bar or staff with a mask on and we will resolve any issues you may have.

We will not be using any fancy apps for ordering. A bar menu to assist what we have available will be on the table so just tell the bar staff what you want to drink and how you will be paying at point of ordering. We can accept card and cash.

IF you are ordering when the live performance is underway please make use of the drinks menu and simply pointing to what you would like would avoid the need to shout or staff to lean in to hear you. Failing that all staff members will have an order pad so could simply ask you to scribble your order down too. Simple things but will mitigate the risk of shouting.

We hope this will be a temporary measure until restrictions lift so please be patient as we've never had to do anything like this in the past four decades. Please be patient with all staff – hell mend ye if you aren't.

ACCESS and TOILET DOORS / VENTILATION

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. 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 loo. Please ensure you wear your mask when heading to the loo and preferably when inside the toilet areas, even the cubicles.

TOILET ACCESS

We would ask you to enter and exit the toilet one at a time to avoid any build ups occurring of people trying to squeeze past each other. Please don't go in groups or pairs unless it is absolutely required. I'm afraid there will be a **maximum of TWO people** allowed in any one toilet area at any one time regardless if spare cubicles are available. We would ask you to self-police this and report any persistent breaches from anyone to any member of staff. Regular checks will also be made by staff for compliance to this in conjunction with our regular cleaning/checks.

OUTSIDE SEATING and SMOKING/VAPING AREA

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

Wear a mask when traveling to and from smoking areas.

Smoking and Vaping under sheltered area only with a **MAXIMUM OF 10 PEOPLE** at any one time always maintaining a 2m distance (1m from 23rd July) allowing space for anyone exiting the staircase from upstairs or via the corridor on lower level.

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

No shouting, screaming or singing at any time despite being in the open air.

Please heed guidance from our staff and warnings to disperse when asked. 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 use the same door to exit at end of night you entered. 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.

BACKGROUND MUSIC and VIDEO

As per the latest Scottish Government guidance we will play background music prior to the live show in accordance with set limits also during any intervals. You will be able to talk freely at these volume levels so there is no need to shout.

PERFORMANCE MUSIC LEVEL

We will be playing the live performance at our normal live level.

No shouting to each other during the performance as music level will be at full performance volumes – please wait on the gaps in the bands songs or during sets to TALK to each other.

No dancing or singing just yet either folks so apologies for asking this of you but we must.

Closing times :

Level 1 – All customers must be out by 11pm so last orders are 10.30pm

Level Zero – All customers must be out by MIDNIGHT so last orders will be 11.30am

CLEANING

We will 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, 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