

COVID-19 Statement & Measures

Our commitment to your safety

AUGUST 2020



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This document aims to be your comprehensive guide to the safety measures we've put in place for your comfort.

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If you have any concerns, please feel free to contact us.

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INTRODUCTION

At Century Club, we pride ourselves on our high standards and steadfast commitment to best-practice. In order to ensure that our guests and staff join us in a healthy and safe manner, we have adapted our venue and developed new working methods in line with government guidelines.

This document details how Century Club will adapt to the 'new normal' of hospitality life. We wish to reassure our members and their guests on the measures we have implemented, as well offer guidance as to how we can work together to adapt and thrive in these times.

In addition to following government recommendations, we have enhanced our existing cleaning procedures, and have combined the use of technology to ensure all our staff are healthy and safe to enter the building. The health and well-being of our guests and our staff is of the utmost importance to us. This has always been the case, however, now more than ever, safety measures are of utmost importance.

Our commitment to service remains paramount. All Century Club staff have received in-depth training in the full implementation of our 'New Normal'.

As always, we are on hand to welcome you and provide any assistance and information you require.



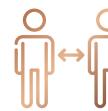
ANTI VIRAL CLEANING

We deep clean with anti viral fogging every 3 weeks. This kills 99.9999% of all bacteria and viruses and lasts for 3 weeks.



HAND SANITISER STATIONS

Available on every floor and on reception when entering the building.



SIGNAGE AND ONE-WAY SYSTEMS

Have been setup where possible to help guests maintain social distancing.



FACE COVERINGS

All kitchen staff are required to wear masks throughout the preparation and cooking process. Masks are provided for our front of house staff to wear on an optional basis.



TEMPERATURE CHECK

Non-invasive daily temperature checks of all Century Club employees and guests upon arrival.



TRACK AND TRACE

All guests will be asked to provide their contact details in advance of any visits for the purpose of COVID-19 related tracing.



STAFF TRAINING

All our teams will be receiving return-to-work briefings, taken through all new processes in detail, given daily health checks and provided with PPE.



ARRIVAL & GUESTS

RECEPTION & ARRIVAL

All members and their guests must provide their contact details at reception upon arrival. This is to ensure that we can get in touch with you if we need to, for the purpose of COVID-19 tracing.

TEMPERATURE CHECK

The temperature of all individuals entering the club will be taken upon their arrival at reception with our state of the art thermal imaging camera and temperature check technology (as used in airports). Anyone displaying a temperature of 38°C or above will be asked to take a secondary reading.

In order to best protect the health and welfare of our staff and guests, any individual who shows two temperature readings of 38°C or above will not be granted access on this occasion for safety reasons.

HAND SANITISATION

We strongly request that all guests sanitise their hands upon entry to the club, as well as frequently throughout their visit. Hand sanitising stations are located inside all bathrooms and on the bar tops on all floors, as well as at reception.

COATS & BAGS

All coats & bags checked into the cloakrooms will be cleaned with the electro-static gun. If you do not wish for this we encourage you not to bring coats and bags to the Club. Kindly note that suitcases and very large bags can no longer be accommodated in the Cloakroom.

We have adapted our venue to the 'new normal', whilst retaining the city oasis feel and chic club culture.

Your adapted experience begins on arrival, and we ask that you observe the new measures to ensure that we can all enjoy a memorable experience in a safe manner.



ENJOYING CENTURY CLUB

SOCIAL DISTANCING

The entrance to the venue will be marked with tasteful 1+ metre guidelines to assist social distancing upon entry, and we ask that you use these in accordance with government guidelines. We have removed several tables and chairs to ensure there is sufficient distance between tables.

FOOD & DRINK SERVICE

In order to ensure our food and beverage service operates safely, we are implementing a strict table service only policy and ask all guests to order from their waiter, to avoid queuing at the bar

Our staff have been fully trained on how to serve you in a safe and considerate manner.

MENU

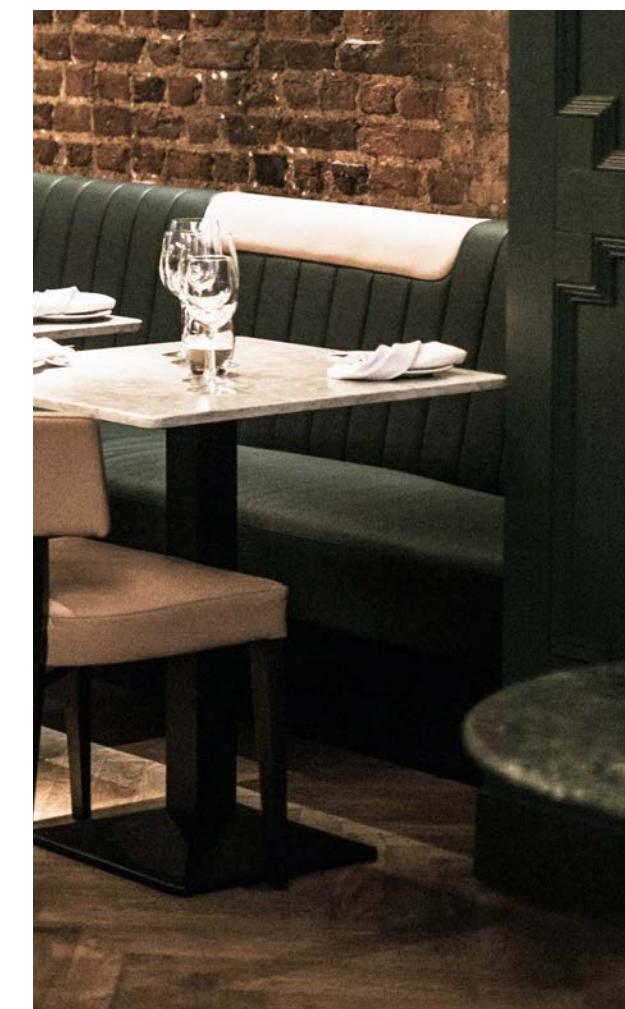
We have reduced our menu and some dishes have been removed to allow for the team in the kitchen to be socially distanced. Menus can be viewed electronically with dedicated QR codes and guests are able to make contactless payments.

DOORS

Where possible doors will be propped open to minimise the need for people to touch door handles and to encourage better ventilation.

BOOKING

Upon booking we'll ask you to confirm absence of Covid-19 symptoms within your party. We will then call to confirm your reservation 24 hours ahead, and will run through some brief health questions. If you or your guest are unwell, please do not visit Century Club until you are feeling better and have sufficiently isolated if Covid symptoms are suspected.





CLEANING

The health and safety of our guests and staff is our top priority and we are certain that our enhanced cleaning procedures will help to ensure you feel safe.

HOUSEKEEPING TEAM

Century Club's dedicated housekeeping team will continue to ensure the cleanliness of the club is of the highest standard.

Our team has received extensive training on how to use our new products safely and correctly, and how to adapt to their new schedules to ensure a safe environment.

In addition to regular duties, each Housekeeper will adapt their role to ensure all touch-based surfaces are cleaned regularly.

CLEANING

All areas will be sanitised frequently throughout the day, focusing on high-touch items such as doorways.

The floor staff have been trained to thoroughly sanitise seating areas and this will be practised as every table is turned.

OVERNIGHT CLEAN

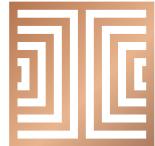
Our evening cleaning team will continue to be more rigorous than ever. Aside from our standard cleaning procedures, we have introduced a UV-C light - approved by the NHS and used in hospitals and clinics worldwide, killing 99.9% of bacteria and viruses.

This will be used throughout the venue every evening.

We have had the venue professionally deep cleaned using an Electrostatic spray surface cleaning solution, which is a process of spraying electrostatically charged chemical particles that distributes a chemical mist onto surfaces and objects.

The electrostatic spray uses a specialised solution that is combined with air and atomised by an electrode inside the sprayer.

The positively charged particles are able to aggressively cling and coat any surfaces or objects that they are applied to. The chemicals are safe and last for up to 28 days on surfaces.



REPORTING COVID-19

POTENTIAL SYMPTOMS & SELF-REPORTING

If a member, guest or Century Club employee shows any symptoms of COVID-19 we would ask them to reach out to our ronald@centuryclub.co.uk.

We would ask that this person leave the building immediately, and follow the most up-to-date NHS and government guidance. Please email us to inform us and enable us to trace all contact and space usage for the previous 72 hours. Please be aware, that we will not share your identity with any other guests or members.

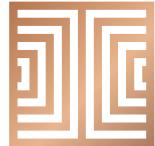
Please continue to inform us of any accidents or incidents that happen within the venue.

CONFIRMED CASE OF COVID-19 AND RESPONSE

If a guest or Century Club employee tests positive for COVID-19, we will inform members who have been in contact or in the same space, however, the identity of the individual will be kept confidential.

We will take all necessary steps which includes deep and clinical cleaning, sanitisation and in an extreme instance, the temporary closure of the building.





PLEASE REMEMBER

Please remember these last few important points, and help us to help you stay safe and enjoy your time with us at Century.



If you have experienced Coronavirus symptoms, please do not visit the venue for 2 weeks



Refrain from touching your face



Keep distanced from other guests and staff



Wash your hands regularly for 20 seconds



Use a tissue for coughs and sneezes



Use our hand sanitiser stations