

LAKE **SIDE**

COVID-secure Operations

Customer Handbook

Introduction

This document provides information on how Lakeside seeks to provide a COVID-secure operation, and what processes we will be putting in place to comply with healthy and safety guidance.

As the situation is fluid with new information regularly released, the plans are designed specifically for our operation and are subject to change without notice; they have been created in consultation with a wide-range of safety professionals, experienced event operators and Birmingham City Council with the intention to be fully compliant with government guidelines.

Our goal is to create a safe and hospitable environment for our customers and team, so that we can ensure all our students and staff can enjoy Lakeside whilst being safe and feeling comfortable.

The Rule of Six

Fortunately we were a little ahead of the curve when planning Lakeside, as we are delighted to confirm that the Rule of Six was at the heart of our COVID-secure operational plans.

As such, all of our plans resolve around our customers booing and attending in groups of no more than 6 individuals, and are designed to ensure that those groups can have an enjoyable and sociable experience – within that group of six – but also feel part of a larger event WITHOUT mixing or breaking the Rule of Six at any time.

Personal Hygiene

Our team members will be trained on how to spot the symptoms of COVID-19, temperature checked on arrival and asked to sign a declaration before the start of every shift that confirms they do not have any symptoms of COVID-19, and haven't been in contact with anyone who has.

Hand sanitisation our team members must take place every 30 minutes observing social distancing measures throughout the process where possible.

All staff must wash their hands or sanitise immediately after coughing or sneezing.

- sanitiser stations will be located at all entrances, exits, toilets and across the Venue as appropriate.

Key touch points such as waiter stations and reception areas will also contain sanitiser stations.

Contactless Operations

All food and drink orders at Lakeside will be made using our bespoke online web app, without the need to touch anything other than your own mobile phone. Similarly all payments are made online where you can use Apple & Android Pay, or use a Debit Card.

In addition, all Food & Drink will be delivered to your seating area by our fantastic team of hosts, who will ensure you get served as quickly as possible whilst also maintaining the highest standards of food hygiene, and of course the all import social distancing!

Moving Around

It is necessary to reduce the amount of moving around that our customers do, and our dedicated Social Distancing Stewards will be keeping an eye on things to ensure that groups aren't mixing or moving around the site unnecessarily; therefore we request that all customer stay seated unless using the toilet or attending pre-booked activity in the Games Zone.

One-way systems are in place as necessary across Lakeside if you do need to move around, however with our team of Hosts and table service your needs to move some be kept to a minimum.

Venue Hygiene

All surfaces at Lakeside – except guest tables, will be regimentally cleaned every 30 minutes, with guest seating areas sanitised before and after every session.

- cleaning records for customer errors will be kept on site and will be available for customers to view as required.

In addition, all offices and back-of-house areas will be regularly cleaned and will receive a deep clean every night.

The toilets will have a dedicated toilet attendant at all times that guests are onsite, paying particular attention to frequently touched areas and surfaces such as taps, grab-rails and door handles, and with a deep clean every morning and between each session.

- some cubicles may be closed for cleaning during opening hours so please bear with us.

Health Screening

Everybody visiting or working at Lakeside needs to take personal responsibility to ensure that they don't carry the virus into the Event, and therefore the rules for both staff and customers are the same. Please don't visit Lakeside if:

- you feel unwell
- you have a headache and high temperature
- you have a loss of taste, or smell, or both
- you have come into contact with someone who has a confirmed case of COVID-19
- you have been asked to self-isolate

If everyone does the above then it will really help to make sure that Lakeside remains COVID-secure, however in addition – as an extra precaution – all staff and customers will be temperature checked on entry; if anyone has a temperature of 37.8deg C or above then they get one re-test but repeated failure will mean they (& their group) won't be able to attend.