

COVID – 19 Risk Assessments

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COVID – 19 Risk Assessments (English centres only)

Hollywood Bowl / AMF Bowling (bowling centres) and Puttstars (mini golf centres)

Version 13. Issued 15th July 2021

Written by Darryl Lewis / Ben Carne.

In advance of reopening our bowling and mini golf centres, a comprehensive review of our operations has taken place and a Hollywood Bowl Group Covid-secure operations protocol has been developed.

It has been written following extensive consultation and incorporates advice from Government, South Gloucestershire Council (our primary local authority) and others. The trade association UK Hospitality has developed and published protocols and guidance which have been incorporated where relevant.

<https://www.ukhospitality.org.uk/page/UKHospitalityGuidanceforHospitality>

<https://www.ukhospitality.org.uk/page/WalesGuidance>

<https://www.ukhospitality.org.uk/page/ScotlandGuidance>

Operating safely is a matter of trying to eliminate the risk of transmission of the virus and introducing mitigating measures – for the safety of team members, customers and others who visit our bowling or mini golf centres. Please note that local guidelines may differ from this document and must be followed

Our COVID-19 risk assessment is shown below which has been applied to every centre - leading to centre specific risk assessments being created, which are specific to the centre and any localised lockdown

What are the hazards ?	Who might be harmed?	Controls required	Additional controls	Action by who?	Action by when ?	Done
Spread of COVID – 19 virus	<ul style="list-style-type: none"> • Team • Customers • Visitors • Hemel • Contractors <p>High risk groups</p>	<ul style="list-style-type: none"> • General cleaning, handwashing, and hygiene <p>1a. Handwashing</p> <ul style="list-style-type: none"> • Hand wash facilities to be available in all key areas • Team to be trained on how to wash hands correctly • Posters in all key team areas with hand washing process • Centre Managers/Manager to ensure that adequate stock holding in place for all PPE • All team members to wear disposable gloves when making contact with surfaces <p>Hand sanitiser dispensers to be available for all to use in each centre/Hemel. Located at</p> <ul style="list-style-type: none"> • Front entrance • Reception • Lanes • Amusement Area <p><u>1b. Cleaning and Hygiene</u></p> <p>We will continue to clean all surfaces on a regular basis</p> <ul style="list-style-type: none"> • Door handles • Rails • Surfaces • Tables • Chairs/seats/High Chairs • Toilets • Card readers 	<p>1. Team members will be reminded through posters to wash their hands before, during and after their shifts for 20 seconds. Drying hands using hand dryers or blue roll.</p> <p>Also reminded to catch coughs and sneezes in tissues – Follow catch it, Bin it, kill it</p>			

		<ul style="list-style-type: none"> • Cash Machine • Amusement coin mechs, air hockey pucks, basketballs etc • Pool cues, balls, triangle etc • Taps etc. • Lane areas between customers <p>And detailed training plans in place for each 'area' of the operation</p> <ul style="list-style-type: none"> • Hemel • Reception • Lanes • Technicians • Bar • Diner • Amusements • Puttstars (Golf) • Back of House etc. <p>Cleaning should be completed using the correct surface cleaner and sanitiser for each cleaning task, using disposable blue roll after every use.</p> <p><u>Daily Cleaning</u></p> <p>Daily cleaning should be undertaken as set out in the due diligence books and records kept.</p> <p>RSMs will review the due diligence books when visiting centres</p> <p><u>Set up at close down</u></p>	<p>guidelines (posters printed in team areas)</p> <p>Managers to ensure rigorous checks are carried out on each shift to ensure the highest standard of compliance. Manager to report to support any issues that they need support resolving.</p> <p>Managers to ensure that all team member complete all training</p>			
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		<p>Additional checks have been introduced to ensure the highest standards of cleaning. A check sheet has been introduced on the close down of each department with key checks as listed below</p> <p>Lanes</p> <ul style="list-style-type: none"> • Remove all excess bowling balls • Clean all bowling balls • Clean down all tables and surfaces • Wipe down the scoring screen • Wipe down all ramps <p>Reception</p> <ul style="list-style-type: none"> • Wipe down and sanitise the sneeze guard • All IT equipment sanitised – PDQ, computer screen, keyboard, and mouse • Any used shoes to be sanitised • Empty litter bins • Wipe down reception surface and P4P cabinet <p>Bar/Diner Kitchen</p> <ul style="list-style-type: none"> • Wipe down and sanitise the sneeze guards • All IT equipment sanitised – PDQ, zonal till • All surfaces sanitised and clean (Kitchen/bar and diner) • All tables/chairs wiped down • Kitchen checked for cleanliness <p>Amusements</p> <ul style="list-style-type: none"> • Wearing gloves – stock up P4P, Cranes • Remove litter • Sanitise high point touch areas eg pucks, coin mechs etc • Empty litter bins • Wipe down reception surface and P4P cabinet <p>General</p>	<p>shorts prior to opening and regularly on their shifts. Training records of the completed training to be documented on STRIKES</p> <p>People team to review compliance to the training on a regular basis</p>			
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		<ul style="list-style-type: none"> • Office and Cash office - surfaces sanitised • Tech office – surfaces sanitised • Toilets – taps, flushes, and dispenses wiped – soap stocked up • All sanitisers units checked and filled • Check signage and POS <p>Puttstars</p> <ul style="list-style-type: none"> • Clean all clubs and balls • Clean down all tables and surfaces at courses • Wipe down the scoring screen • Wipe down all ramps <p>Duty managers MUST ensure they complete the ‘set up at close down’ check sheet on each shift and records kept.</p> <p><u>Deep Cleaning</u></p> <p>Contract cleaners are used each morning daily and will follow the agreed cleaning specifications/risk assessments</p> <p>The duty manager should ensure that a visual check is made daily and any issues reported to the contract cleaning supervisor</p> <p>A monthly cleaning audit and check will be undertaken by the contract cleaning company.</p> <p>In the event of a multiple COVID cases identified in centre by NHS test and trace and we may be required to temporarily close. Your line manager (RSM) should be contacted ASAP. Deep cleaning will be arranged as soon as possible through our contract cleaners and a certificate sought before reopening.</p> <p>Centre teams should report such an incident to their line manager ASAP so we can arrange for the deep clean and decide how to proceed</p>				
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		<p>A Safe environment that protects our team and customers</p> <p>To ensure we create a safe environment for our customers after the lifting of social distancing restrictions the following will remain in place</p> <ul style="list-style-type: none"> • • Hand sanitiser stations throughout the centre and on / between each pair of lanes • Separate balls for each lane (plain balls and separate football/pool patterned balls). Customers advised when they check-in which bowling balls they should use and POS on the tables reminding them • Sanitising seating, barriers, tables, bowling balls and hand contact points between games • Physical barriers at the back of seats at the place where customers will be the closest • Touch screens pre-programmed with customer names when they check in to reduce contact with screens • During off peak periods alternate lanes will always be used wherever possible. Adjacent lanes will only be used during peak trading periods <p>Procedures and effectiveness will be reviewed by the leadership team WEEKLY. Action and amendments to the plan will be based on customer and team feedback</p> <p><u>2a. Social Distancing – Team</u></p> <p><u>Team member assessment has been carried out to assess whether they could safely return to the centre. Back to work questionnaires completed.</u></p> <p>Signage has been created for our team back of house to ensure team member are observing social distancing guidelines in team areas</p>				
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		<p>Team members to be provided with the following PPE</p> <ul style="list-style-type: none"> • Face shield/mask • Gloves <p>Team breaks will also be staggered to ensure that team members do not have breaks in the team room at the same time.</p> <p>A <u>social distancing plan</u> created for back of house areas for each centre to ensure the correct social distancing measures are undertaken.</p> <ul style="list-style-type: none"> • Team room/lockers/toilets • Tech areas • Office/Cash office • Storerooms • Plant rooms • Deliveries <p>Deliveries organised to minimise person to person contact, contactless payment and online exchange of documents.</p> <p>Desks should not be shared where possible and any desk usage must be deep cleaned after each use. The centre manager must ensure that cleaning materials are available in offices, cash office and technical offices.</p> <p>Storerooms should be one person at a time.</p> <p>Team members that travel to and from work on public transport MUST NOT travel to work in their uniform (including managers). New Cash office arrangements procedure to be followed Safe changing facilities, welfare facilities and storage must be provided by the centre management teams.</p>				
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		<p>The centre manager must ensure that there is limited prolonged face to face contact without mitigating circumstances</p> <p><u>2b. Social Distancing – Customers</u></p> <p><u>Managing centre capacity</u></p> <p><u>The covid safe capacities in the centre specific risk assessments should not be removed (not Scotland and Wales)</u></p> <p>The capacity is reviewed locally and may be reduced if needed by the centre manager and reviewed by the regional support manager on a regular basis. The centre capacity will form part of the local centre risk assessment</p> <p>The centre capacity numbers for the centres are located on the scratch drive for centre managers to review</p> <ul style="list-style-type: none"> • <u>Team health</u> <p>All team members, visitors, suppliers, and delivery persons will have their temperature checked DAILY before entering the building.</p> <p>To comply with track and trace all team members to fill out a pre shift questionnaire before every shift. Tracked on Fourth system.</p> <p>All instances of COVID cases should be reported to the people team and monitored.</p> <p>ALL team members should tap in and out to ensure we can monitor team members in centre for track and trace</p>	<p>Training will be given to team on how to wear and maintain their PPE and records kept on Strikes (CPL)</p>			
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		<p>Team member should change from their work clothes when taking a break outside of the centre (ie when visiting a restaurant/shop). Team should ensure they wash their hands and clean their face shield before returning to shift.</p> <p>Team that requires smoke breaks must do so outside in the designated area and wash hands before and after the break, ensuring they change their disposable gloves.</p> <ul style="list-style-type: none"> • <u>Bar/Diner Operations</u> <p>Food and drink orders can be taken</p> <ul style="list-style-type: none"> • At the lanes • At the bar or diner counter (behind Perspex barrier) • At the tables (centre specific) • Via the App (centre specific) <p>Cleaning and hygiene regime to be in place and actioned and recorded accordingly.</p> <p>All cutlery to be wrapped in a napkin, knife, and fork as standard, to be placed on serving tray before being delivered/collected by customer.</p> <p>Poly carbonate screens at all till points to separate team / customers</p> <p>Sauces and salt/pepper to be in sachets, no bottles of any sauce available. Cleaning and hygiene regime to be in place and actioned and recorded accordingly.</p> <ul style="list-style-type: none"> • <u>Kitchen Operations</u> 				
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		<p><u>Reduced menu introduced to limit complexity</u></p> <p>Team to wear gloves when collecting food. Kitchen team member to wash hands before and after every order. Only one order to be cooked at a time to avoid cross contamination. All surfaces to be cleaned before opening. All surfaces and touch points to be cleaned at end of shift. Only kitchen team member permitted in cook side to minimise cross contamination on fridge/freezers etc. All touch points for team access and exit to kitchen to be cleaned regularly.</p> <ul style="list-style-type: none"> • <u>Toilets</u> • Hand wash signage has been introduced to remind customers to wash their hands • Additional toilet checks will be carried out and logged in the due diligence books on reception • Checks to the toilets have increased from every 30 minutes to every 15 minutes – the duty manager must check on the hour that these are being completed • Every check must include a full clean of taps, flushes, soap dispenses, and door handles. • <u>Bowling Operations</u> • Lane dividers are provided for each lane creating a barrier in the seating area • ALL areas to be sanitised after EVERY use. • Customers are encouraged to wear their own shoes whilst bowling. 				
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		<ul style="list-style-type: none"> • Different balls for each lane (where ball return is shared there will be house balls for one lane and football patterned balls for the other lane) • Sanitiser dispenser / bottle for each pair of lanes • <u>Golf operations</u> <p>Clubs and balls will be issued at reception from a team member wearing gloves.</p> <p>All equipment will be cleaned after EVERY use. Team member will receive full training to complete the cleaning tasks correctly.</p> <ul style="list-style-type: none"> • Courses to be cleaned regularly during use – focused on cleaning high touch point areas. Touch screens and holes • <u>Amusement operations</u> <p>Spick and Span Environment</p> <ul style="list-style-type: none"> • Machines should be cleaned and sanitised on a regular basis. • High volume machines should be cleaned every 2 hours ensuring the high contact areas are clean. • Hand sanitiser station will be available for customers in all amusement areas. • ALL team members cleaning should follow the cleaning training shorts for amusements. • Any NAMCO engineer should have their temperature checked before entering the centre and should wear PPE equipment 				
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		<p>In order to ensure the safe play of pool and AWP machines a self-clean process should be set up in each centre. Providing customers with sanitising wipes to clean down pool cues, pool balls, triangles etc. after use.</p> <p><u>9. Centre offices/Cash offices</u></p> <p>Centre level risk assessment to ensure capacity limits are placed on each office/cash office/locker room/tech area/kitchen- to ensure compliance to social distancing measures.</p> <p>Signage to be placed in all back of house areas reminding team to wash hand and respect social distancing</p> <p>Regular cleaning to be carried out as per section 1. <i>General cleaning, handwashing, and hygiene</i></p> <p><i>All equipment to be sanitised and wiped down daily</i></p> <ul style="list-style-type: none"> • <i>Desk</i> • <i>Phone</i> • <i>Computers</i> • <i>Desks</i> • <i>Headsets – one per team member, do not share</i> • <i>Keyboard</i> <p>Support team to be limited by department with those that can work at home to do so.</p> <p>All team members, visitors, suppliers, and delivery persons will have their temperature checked DAILY before entering the building.</p> <p>Toilets – one person in the toilets at any time – poster to be provided</p>				
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Kitchen – one person in the kitchen at any time – all equipment cleaned after every use

Water coolers – cleaned daily

Monitoring

Incidents and accidents to be recorded on form as per process and reviewed.

The Leadership Team (Exec.) to review and monitor all relevant process and ways of working on a regular basis to ensure the safety of team and customers

10. Track and Trace

Businesses will be encouraged to display QR codes for customers to check in using the NHS COVID-19 app, to support NHS Test and Trace, although it will no longer be a legal requirement.

The test and trace QR codes should be available in locations as per the previous risk assessment, but centres do not need to enforce

- We have 2 other forms of capturing this data should customers not wish to use the NHS app, they are:
 - Sprout – via a QR code, which will be available at reception
 - Manual - via a URL code

Hollywood Bowl Link:

<https://forms.office.com/Pages/ResponsePage.aspx?id=N0E6O1mOLk6LR2MVx8-B85jExdUpBOVEjGRrBeesPptUQ1MySINWVFc1QVVdVDRDU1hIUExUOEU0Vi4U>

		<p>Puttstars Link: https://forms.office.com/Pages/ResponsePage.aspx?id=N0E6O1mOLk6LR2MVx8-B85jExdUpBOVEiGRrBeesPptUME1TOEhDUTgyVUM1MIZTRU5UOFIHMFI RTS4u</p> <p>Please DO NOT use separate pieces of paper or unprotected spreadsheets that will breach GDPR regulations</p> <p>11. Lateral Flow testing</p> <p>It is still important that we monitor team health and minimise the risk of spreading the virus</p> <p>Hollywood Bowl will provide tests and guidelines for 2 home tests per week.</p> <p>Any positive tests should be uploaded onto the NHS system and the team member should inform their line manager and self isolate before getting a full test.</p> <p>Guidelines can be found U:\A. COVID FILES v3 MAY21\Lateral Flow</p>				
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COVID – 19 Risk Assessments

Hollywood Bowl Scotland

Version 11. Issued 14th May, 2021

Written by Darryl Lewis / Ben Carne.

In advance of reopening our bowling and mini golf centres, a comprehensive review of our operations has taken place and a Hollywood Bowl Group Covid-secure operations protocol has been developed.

It has been written following extensive consultation and incorporates advice from Government, South Gloucestershire Council (our primary local authority) and others. The trade association UK Hospitality has developed and published protocols and guidance which have been incorporated where relevant.

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Operating safely is a matter of trying to eliminate the risk of transmission of the virus and introducing mitigating measures – for the safety of team members, customers and others who visit our bowling or mini golf centres. Please note that local guidelines may differ from this document and must be followed

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What are the hazards ?	Who might be harmed?	Controls required	Additional controls	Action by who?	Action by when ?	Done
Spread of COVID – 19 virus	<ul style="list-style-type: none"> • Team • Customers • Visitors • Hemel • Contractors <p>High risk groups</p>	<p>1. General cleaning, handwashing, and hygiene</p> <p>1a. Handwashing</p> <ul style="list-style-type: none"> • Hand wash facilities to be available in all key areas • Team to be trained on how to wash hands correctly • Posters in all key team areas with hand washing process • Centre Managers/Manager to ensure that adequate stock holding in place for all PPE • All team members to wear disposable gloves when making contact with surfaces <p>Hand sanitiser dispensers to be available for all to use in each centre/Hemel. Located at</p> <ul style="list-style-type: none"> • Front entrance • Reception • Lanes • Amusement Area <p><u>1b. Cleaning and Hygiene</u></p> <p>New procedures have been introduced to ensure the constant cleaning of high impact areas</p> <ul style="list-style-type: none"> • Door handles • Rails • Surfaces • Tables • Chairs/seats/High Chairs 	<p>1. Team members will be reminded through posters to wash their hands before, during and after their shifts for 20 seconds. Drying hands using hand dryers or blue roll.</p> <p>Also reminded to catch coughs and sneezes in tissues – Follow catch it, Bin it, kill it</p>			

		<ul style="list-style-type: none"> • Toilets • Card readers • Cash Machine • Amusement coin mechs, air hockey pucks, basketballs etc • Pool cues, balls, triangle etc • Taps etc. • Lane areas between customers <p>And detailed training plans in place for each 'area' of the operation</p> <ul style="list-style-type: none"> • Hemel • Reception • Lanes • Technicians • Bar • Diner • Amusements • Puttstars (Golf) • Back of House etc. <p>Cleaning should be completed using the correct surface cleaner and sanitiser for each cleaning task, using disposable blue roll after every use.</p> <p><u>Daily Cleaning</u></p> <p>Daily cleaning should be undertaken as set out in the due diligence books and records kept.</p> <p>RSMs will review the due diligence books when visiting centres</p>	<p>guidelines (posters printed in team areas)</p> <p>Managers to ensure rigorous checks are carried out on each shift to ensure the highest standard of compliance. Manager to report to support any issues that they need support resolving.</p> <p>Managers to ensure that all team member complete all training</p>			
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		<p><u>Set up at close down</u></p> <p>Additional checks have been introduced to ensure the highest standards of cleaning. A check sheet has been introduced on the close down of each department with key checks as listed below</p> <p>Lanes</p> <ul style="list-style-type: none"> • Remove all excess bowling balls • Clean all bowling balls • Clean down all tables and surfaces • Wipe down the scoring screen • Wipe down all ramps <p>Reception</p> <ul style="list-style-type: none"> • Wipe down and sanitise the sneeze guard • All IT equipment sanitised – PDQ, computer screen, keyboard, and mouse • Any used shoes to be sanitised • Empty litter bins • Wipe down reception surface and P4P cabinet <p>Bar/Diner Kitchen</p> <ul style="list-style-type: none"> • Wipe down and sanitise the sneeze guards • All IT equipment sanitised – PDQ, zonal till • All surfaces sanitised and clean (Kitchen/bar and diner) • All tables/chairs wiped down • Kitchen checked for cleanliness <p>Amusements</p> <ul style="list-style-type: none"> • Wearing gloves – stock up P4P, Cranes • Remove litter • Sanitise high point touch areas eg pucks, coin mechs etc • Empty litter bins • Wipe down reception surface and P4P cabinet 	<p>shorts prior to opening and regularly on their shifts. Training records of the completed training to be documented on STRIKES</p> <p>People team to review compliance to the training on a regular basis</p>			
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		<p>General</p> <ul style="list-style-type: none"> • Office and Cash office - surfaces sanitised • Tech office – surfaces sanitised • Toilets – taps, flushes, and dispenses wiped – soap stocked up • All sanitisers units checked and filled • Check signage and POS <p>Puttstars</p> <ul style="list-style-type: none"> • Clean all clubs and balls • Clean down all tables and surfaces at courses • Wipe down the scoring screen • Wipe down all ramps <p>Duty managers MUST ensure they complete the ‘set up at close down’ check sheet on each shift and records kept.</p> <p><u>Deep Cleaning</u></p> <p>Contract cleaners are used each morning daily and will follow the agreed cleaning specifications/risk assessments</p> <p>The duty manager should ensure that a visual check is made daily and any issues reported to the contract cleaning supervisor</p> <p>A monthly cleaning audit and check will be undertaken by the contract cleaning company.</p> <p>In the event of a COVID case identified in centre by NHS test and trace and we are recommended to temporarily close. Your line manager (RSM) should be contacted ASAP. Deep cleaning will be arranged as soon as possible through our contract cleaners and a certificate sought before reopening.</p>				
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		<p>Centre teams should report such an incident to their line manager ASAP so we can arrange for the deep clean and decide how to proceed</p> <p><u>Use of Bodily Fluid Kits</u></p> <p>Teams members can still use fluid kits to clean up any bodily fluids. Team members MUST wear single use disposable gloves, disposable apron and wear a face covering. Strictly follow the bodily fluid procedure</p> <p>Needles Found Please follow the needle stick procedure</p> <p><u>Noise</u></p> <p>We aim to create a fun atmosphere in all areas of our centres, which includes playing background music and amusement attracts at a volume level that does not require our customers to raise their voices to an uncomfortable level to converse with one another. CMs should ensure the levels in centre are appropriate on a daily basis.</p> <p>Music is not permitted in Scottish centres and should form part of the local centre risk assessment.</p> <p><u>2.Social Distancing - Overview</u></p> <p>Ensure the compliance to social distancing measure for both team and customers to create a safe environment in centres and Hemel. Capacities, congested/busy areas, people flow, pinch points, queueing areas, signs, markings, screens and appointments have been considered in each centre and Hemel</p>				
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		<p>1+m Social Distancing The following mitigating factors support 1+m social distancing within the bar and dining areas, all other areas are 2 metres:</p> <ul style="list-style-type: none"> • Hand sanitiser stations • Regular voice overs reminding customers of social distancing measures are in place • Customers will be advised to wear a face covering (unless eating or drinking) by reception staff and Covid Marshalls • Covid Marshalls (see below) <p>Procedures and effectiveness will be reviewed by the leadership team WEEKLY. Capacities, congested/busy areas, people flow, pinch points, queueing areas, signs, markings, appointments, and effectiveness of screens will be reviewed weekly in each centre and Hemel</p> <p><u>2a. Social Distancing – Team</u></p> <p><u>Team member assessment has been carried out to assess whether they could safely return to the centre. Back to work questionnaires completed.</u></p> <p>Signage has been created for our team back of house to ensure team member are observing social distancing guidelines in team areas</p> <p>Team members to be provided with the following PPE</p> <ul style="list-style-type: none"> • Face shield/mask • Gloves <p>Team breaks will also be staggered to ensure that team members do not have breaks in the team room at the same time.</p>				
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		<p>A social distancing plan created for back of house areas for each centre to ensure the correct social distancing measures are undertaken.</p> <ul style="list-style-type: none"> • Team room/lockers/toilets • Tech areas • Office/Cash office • Storerooms • Plant rooms • Deliveries <p>Deliveries organised to minimise person to person contact, contactless payment and online exchange of documents.</p> <p>Desks should not be shared where possible and any desk usage must be deep cleaned after each use. The centre manager must ensure that cleaning materials are available in offices, cash office and technical offices.</p> <p>Storerooms should be one person at a time.</p> <p>Team members that travel to and from work on public transport MUST NOT travel to work in their uniform (including managers). New Cash office arrangements procedure to be followed Safe changing facilities, welfare facilities and storage must be provided by the centre management teams.</p> <p><u>2b. Social Distancing – Customers</u></p> <p>A designated COVID marshal to be on every shift. Their duties will include:</p> <ul style="list-style-type: none"> • Ensuring face masks are worn • Capacity Checks • Sanitising / cleaning amusement machines every 2 hours paying particular attention to hand contact points • Support cleaning down of lanes 	<p>Training will be given to team on how to wear and maintain their PPE and records kept on Strikes (CPL)</p>			
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		<ul style="list-style-type: none"> • Compliance with rule of 6 • Ensuring compliance with local guidelines • Test and Trace information obtained at booking in all cases. <p>Limit capacity in each centre by ensuring the following actions;</p> <p>Capacity limits have been given to each centre based on</p> <ul style="list-style-type: none"> • Limited lane capacity – no more than 6 customers per lane (local guidelines will determine whether children under 12 are included in this number). All bookings over 6 family members should be taken through the contact centre and a bubble questionnaire completed. All calls are recorded. Centre risk assessment must refer to local guidelines that may differ from the above <p>A <u>social distancing plan</u> created for all areas for each centre to ensure the correct social distancing measures are undertaken. Including a clear one-way system entrance/exit created for each centre. Signage and guidance for customers and team to be clear throughout the centre.</p> <p>General admission – controls put in place daily to ensure capacity is limited in centre, advanced bookings ONLY at peak times. The entrance to the centre to be always monitored when open and queues to ensure distancing.</p> <p>Customers are required to wear face coverings at all times when in the bowling/golf centre except when eating food and drink.</p> <p>Duty managers should complete a head count check every hour and log in the capacity spreadsheet.</p> <p>In the event of being over the capacity the duty manager must take measures to reduce this as soon as possible</p>				
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		<p>The centre capacity is calculated by using the following;</p> <ul style="list-style-type: none"> • Total bowling centre area (sqft) minus total bowling area (sqft) + Total usable customer area (sqft) • Total usable customer area (sqft) divided 50 sqft (per customer) = <u>Maximum Centre Capacity</u> • <p>The capacity is reviewed locally and may be reduced if needed by the centre manager and reviewed by the regional support manager on a regular basis. The centre capacity will form part of the local centre risk assessment</p> <p>The centre capacity numbers for the centres are located on the scratch drive for centre managers to review</p> <p>Bar and diner seating to be set out with a 3-metre gap to ensure social distancing measures.</p> <p>Mitigating factors for 1+ metre:</p> <ul style="list-style-type: none"> • Customers will not normally be facing each other when playing amusement games • Face masks must be worn • Machines are sanitised every 2 hours • Sanitiser station for customers • Restricted centre capacity • Multi player games to be only played by members of the same 'family group / group of 6', signage to be provided for multi play games <p>Queues will be set with 1+ metre distancing, markings and signs provided and will be managed at peak times.</p> <p>Mitigating factors for 1+ metre</p> <ul style="list-style-type: none"> • Customers will normally be facing in the same direction and not towards other groups 				
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		<ul style="list-style-type: none"> • Face coverings must be worn <p>2. <u>Team health</u></p> <p>All team members, visitors, suppliers, and delivery persons will have their temperature checked DAILY before entering the building.</p> <p>To comply with track and trace all team members to fill out a pre shift questionnaire before every shift. Tracked on Fourth system.</p> <p>All instances of COVID cases should be reported to the people team and monitored.</p> <p>ALL team members should tap in and out to ensure we can monitor team members in centre for track and trace</p> <p>Team member should change from their work clothes when taking a break outside of the centre (ie when visiting a restaurant/shop). Team should ensure they wash their hands and clean their face shield before returning to shift.</p> <p>Team that require smoke breaks must do so outside in the designated area and wash hands before and after the break, ensuring they change their disposable gloves.</p> <p>3. <u>Bar Operations</u></p> <p>All food and drink must be served at either a table or at the lanes</p> <p>Orders should be taken at the table or the lanes by team members</p>				
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		<p>Table service process is thus</p> <p>Model 1 – Super off peak, (e.g. Monday – Thursday before 4pm)</p> <ul style="list-style-type: none"> • This model will be used in our quietest periods when it would be unlikely to have more than 2/3 lanes on at any one time. • We will operate with one manager and one team member • When checking in the customer at reception the team member will ask for a food/drink order which should be taken via I Serve and radioed through to the manager to prepare. If the customer does not want to order at this point, we should inform them that it is table/lane service only and to press the call button for service. <p>Model 2 – Off peak, (e.g. Monday - Thursday evening during term time)</p> <ul style="list-style-type: none"> • This model will be used in our off-peak periods when we would typically have between 4 & 5 lanes on at any one time. • We will operate with two team members and a manager. • One team member should be based at reception with the other team member and manager floating where needed. • When checking in the customer at reception the team member will ask for a food/drink order which should be taken via I Serve and radioed through to the supporting team member or manager to prepare. If the customer does not want to order at this point, we should inform them that it is table/lane service only and to press the call button for service. 				
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		<ul style="list-style-type: none"> • Both team members and manager should have an I Serve and float on them at all times. • The floating team member/manager will take orders at the tables in the bar/diner and serve as needed. <p>Model 3 – Peak (e.g. Saturday or Sunday before 12pm)</p> <ul style="list-style-type: none"> • This model will be used on the fringes of full peak trade when most or all lanes are in use and a medium level of spend per game is expected. • There will be one dedicated lane host on at these times • The customer will be informed at reception that it is lane/table service only and to order via the lane server. Orders can be taken at reception if they do not have a que forming. • There will be a bar/dispense team member on to prepare the drinks for the lane server and to serve at tables in the bar where needed. <p>Model 4 – Super Peak (e.g. Friday night or Saturday afternoon/nights)</p> <ul style="list-style-type: none"> • This model will be used during our busiest periods, all lanes will be on and the booking sheet full and the highest potential for bar and food sales such as Friday & Saturday evenings. 				
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		<ul style="list-style-type: none"> • There will be a dedicated lane host at this time. Centres with over 10 lanes should have two lane hosts as agreed between CM and RSM. • There will be a designated bar dispense to prepare drinks for the lane hosts • Lane team members should communicate via radio around whether they will need to collect their own drink or if the dispense can run them. • There will be a team member to serve at the tables in the bar with the bar dispense team preparing drinks • Table server should act as a runner to the lanes when not serving at tables • Where the Centre has a separate diner the diner server will take orders at the table <p>All pre-opening tasks and cleaning to be done with gloves on. Cleaning and hygiene regime to be in place and actioned and recorded accordingly. 1 team member to work on till and one to do dispense where space allows for social distancing.</p> <p>All drinks to be made and served on a tray at a dispense point or delivered to the lanes/tables.</p> <p>Bar seating to be laid out to enable customers to sit according to social distancing measures, spare seats, and tables to be removed. All seats at the bar to be removed. Clearly marked queue to be used, with floor stickers for social distancing. Only 1 point of service open. When serving be conscious of customers collecting their drinks from the dispense point, make sure you maintain social distancing.</p> <p>The duty manager should ensure capacity management is adhered to through hourly capacity checks.</p> <p>Lane service is available using the following guidelines:</p>				
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- Take orders from the empty lane to maintain two metre distance
- Face mask must be worn by lane server
- Drinks to be served on a tray and removed by the customer
- Gloves to be worn and replaced after every order
- Card/contactless payment to be encouraged but cash can be taken as long as the glove process is followed
- PDQ machines to be cleaned after every pin pad use (not needed for contactless)

4. Diner Operations

All pre-opening tasks and cleaning to be done with gloves on. All cutlery to be wrapped in a napkin, knife, and fork as standard, to be placed on serving tray before being delivered/collected by customer.

Poly carbonate screens at all till points to separate team / customers

Sauces and salt/pepper to be in sachets, no bottles of any sauce available. Cleaning and hygiene regime to be in place and actioned and recorded accordingly.

Diner seating to be laid out within social distance guidelines, and spare tables and chairs to be removed. Clearly marked queue laid out to order point, again using floor stickers. Only 1 order point available. No food to be served to the lanes.

Food should be served to the bar/diner only to the table or collected from dispense point always on a tray, with selection of wrapped cutlery and condiments. Centres to action own plan. All payments to be made via contactless payment method.

Twenty centres are using a pre-ordering application

5. Kitchen Operations

Reduced menu introduced to limit complexity

		<p>Team to wear gloves when collecting food. Kitchen team member to wash hands before and after every order. Only one order to be cooked at a time to avoid cross contamination. All surfaces to be cleaned before opening. All surfaces and touch points to be cleaned at end of shift. Only kitchen team member permitted in cook side to minimise cross contamination on fridge/freezers etc. All touch points for team access and exit to kitchen to be cleaned regularly.</p> <p>Centres to devise a kitchen plan to facilitate this for the kitchen team member - one per shift only working, work in dedicated areas only. Team members to operate a one in one out basis in the kitchen. This must be coordinated via walkie talkie - team member asks if he can access the kitchen and notifies when he leaves the kitchen. Washing up to be done when possible and will be centre specific dependant on layout - recommend doing in bulk, and area to be cleaned after use ready for next set of dirty plates etc.</p> <p>6. <u>Toilets</u></p> <p>Limited number of people in the toilets at any one time, this will be centre, and toilet specific.</p> <p>Where possible open double doors to toilets to reduce touch points</p> <p>Reception team to inform customers of changes to the centre including how to safely use the toilet facilities</p> <ul style="list-style-type: none"> • Signage has been created for the toilets to ensure customers comply with social distancing • Hand wash signage has been introduced to remind customers to wash their hands 				
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		<ul style="list-style-type: none"> • Additional toilet checks will be carried out and logged in the due diligence books on reception • Checks to the toilets have increased from every 30 minutes to every 15 minutes – the duty manager must check on the hour that these are being completed • Every check must include a full clean of taps, flushes, soap dispenses, and door handles. <p>7. <u>Bowling Operations</u></p> <ul style="list-style-type: none"> • Lane dividers are provided for each lane creating a barrier in the seating area • Up to 8 people per lane (following guidance on group sizes) • ALL areas to be sanitised after EVERY use. • Gloves to be provided for customers to bowl in to limit contact • Customers are encouraged to wear their own shoes whilst bowling. • Different balls for each lane (where ball return is shared there will be house balls for one lane and football patterned balls for the other lane) • Sanitiser dispenser / bottle for each pair of lanes • No food on the lane seating areas • Taped floor dividers helping customers social distance • Covid Marshalls on every shift 				
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		<p>8. <u>Golf operations</u></p> <p>Test and Trace service information obtained at booking in all cases.</p> <p>A <u>social distancing plan</u> created for all areas for each centre to ensure the correct social distancing measures are undertaken. Including a clear one-way system created for each centre. Signage and guidance for customers and team to be clear throughout the centre.</p> <p>General admission – controls put in place daily to ensure capacity is limited in centre, advanced bookings ONLY at peak times. The entrance to the centre to be always monitored when open.</p> <p>Clubs and balls will be issued at reception from a team member wearing gloves.</p> <p>All equipment will be cleaned after EVERY use. Team member will receive full training to complete the cleaning tasks correctly.</p> <p>Gloves to be provided for customer to play in to limit contact.</p> <ul style="list-style-type: none">• Courses will be restricted to 60 games per course per hour• Maximum of 6 people per booking• Courses to be cleaned regularly during use – focused on cleaning high touch point areas. Touch screens and holes• Gloves to be provided for customer to play in to limit contact.				
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		<p>9. <u>Amusement operations</u></p> <p>Spick and Span Environment</p> <ul style="list-style-type: none"> • Machines should be cleaned and sanitised on a regular basis. • High volume machines should be cleaned every 2 hours ensuring the high contact areas are clean. • Hand sanitiser station will be available for customers in all amusement areas. • ALL team members cleaning should follow the cleaning training shorts for amusements. • Team members should always wear gloves when contacting machines <p>Faults</p> <ul style="list-style-type: none"> • When a customer raises a fault the team member should attend with gloves on and ensure they keep at least 2 metres from the customer – asking them kindly to step aside. • Fix the fault – then re-clean the touch points of the machine before letting the customer re play. • Any NAMCO engineer should have their temperature checked before entering the centre and should wear PPE equipment <p>Cash</p> <p>In order to minimise the contact with cash the following should be followed</p> <ul style="list-style-type: none"> • Protective gloves should be used every time contact is made with cash • INCREASE security checks and visibility in amusements area • A new collection schedule has been introduced <p>Play to Win/restocking prizes</p> <ul style="list-style-type: none"> • Gloves should be worn when restocking cranes etc. • Following the cleaning guidelines after every fill (Clean/Open/Restock/Clean) • Reception team to wear gloves when issuing prizes • 				
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		<p>In order to ensure the safe play of pool and AWP machines a self-clean process should be set up in each centre. Providing customers with sanitising wipes to clean down pool cues, pool balls, triangles etc. after use.</p> <p>10. <u>Large gatherings</u></p> <p>The web has been restricted to only take bookings of 6 or less, all other booking enquiries will be put through to our customer contact centre (CCC). All calls to the CCC are recorded</p> <p>Packages are available with limited availability and are booked through the CCC.</p> <p>Birthday parties</p> <ul style="list-style-type: none"> • The centre manager/duty manager should review the booking sheet on a regular basis to ensure that birthday parties will not create congestion and break social distancing guidelines • A limit of 6 kids will be introduced • A vastly reduced party bible will be created by the centre manager prior to opening • CCC will waterproof all bookings 24 hours before the booking for a health check and to explain what will happen • <u>Customer journey</u> <ul style="list-style-type: none"> • No strike stickers etc. • Parties to turn up 5 minutes before party is due to start to avoid queues • Kids can wear their own shoes (no sandals and heels) 				
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- H&S brief will happen at 2 metre distancing (team to role play as part of opening training)
- Food orders taken by team member with 2 metre distancing and eaten in the diner
- Birthday cakes will not be cut by team member, no knives provided
- All meals served in disposable boxes, team to serve food and drinks on trays wearing PPE (Masks and Gloves)
- Free game vouchers handed out (in a bag) to lead parent/carer by team member at reception
- Party organiser to ensure parents know to pick children up outside the centre

12. Centre offices/Cash offices

Centre level risk assessment to ensure capacity limits are placed on each office/cash office/locker room/tech area/kitchen- to ensure compliance to social distancing measures.

Signage to be placed in all back of house areas reminding team to wash hand and respect social distancing

Regular cleaning to be carried out as per section 1. ***General cleaning, handwashing, and hygiene***

All equipment to be sanitised and wiped down daily

- ***Desk***
- ***Phone***
- ***Computers***
- ***Desks***
- ***Headsets – one per team member, do not share***
- ***Keyboard***

		<p>Support team to be limited by department with those that can work at home to do so.</p> <p>Desks should be arranged so that any support office team are complying with 2 metre distancing</p> <p>All team members, visitors, suppliers, and delivery persons will have their temperature checked DAILY before entering the building.</p> <p>Toilets – one person in the toilets at any time – poster to be provided</p> <p>Kitchen – one person in the kitchen at any time – all equipment cleaned after every use</p> <p>Water coolers – cleaned daily</p> <p><u>Monitoring</u></p> <p>Incidents and accidents to be recorded on form as per process and reviewed.</p> <p>The Leadership Team (Exec.) to review and monitor all relevant process and ways of working on a regular basis to ensure the safety of team and customers</p> <p><u>Re opening checks</u></p> <p>To ensure safe opening of centres all centre managers to follow the re-opening check sheet which has been created. All CMs must complete the following before reopening:</p> <ul style="list-style-type: none"> • Risk assessment for legionella and European guidance for reopening buildings has been followed, U:\A. CENTRE COVID FILES v1\A. CENTRE COVID FILES v1\Risk assessments\COVid buidling_water_system_guidance_27_3_20_v4_DS_pk.pdf 				
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- All water to be run through for 5 minutes each tap
- Any hot water storage should be deep cleaned prior to opening
- All kitchen equipment should be fully deep cleaned
- Refresher training should be completed on fire evacuation procedures, first aid procedures and a full alarm test
- New cleaning regimes training to be completed by all team members and exam completed on strikes
- All team members contacted and fill out back to work questionnaire which includes whether team are fit to return to work. All team members highlighted at risk should not return to work and remain on the furlough scheme.

13. Track and Trace

The NHS track and trace system is to be used in all centres with prominent posters located throughout the centre at entrance, reception, bar, diner and amusements areas.

It is now **mandatory** for all over 16s in the group MUST now fill register with some form of test and trace when visiting in centre

Our primary form of capturing this date is the NHS test and trace app – the QR codes will be printed and should be placed in the following locations

- Front door/entrance
- Reception
- Bar
- Diner
- We have 2 other forms of capturing this data should customers not wish to use the NHS app, they are:
 - Sprout – via a QR code, which will be available at reception
 - Manual - via a URL code

Hollywood Bowl Link:

<https://forms.office.com/Pages/ResponsePage.aspx?id=N0E6O1mOLk6LR2MVx8->

[B85jExdUpBOVEjGRrBeesPptUQ1MySINWVFc1QVVDVDRDU1hIUExUOEU0Vi4](https://forms.office.com/Pages/ResponsePage.aspx?id=N0E6O1mOLk6LR2M-Vx8-B85jExdUpBOVEjGRrBeesPptUQ1MySINWVFc1QVVDVDRDU1hIUExUOEU0Vi4)
[u](https://forms.office.com/Pages/ResponsePage.aspx?id=N0E6O1mOLk6LR2M-Vx8-B85jExdUpBOVEjGRrBeesPptUME1TOEhDUTgyVUM1MIZTRU5UOFIHMFI RTS4)

Puttstars Link:
<https://forms.office.com/Pages/ResponsePage.aspx?id=N0E6O1mOLk6LR2M-Vx8-B85jExdUpBOVEjGRrBeesPptUME1TOEhDUTgyVUM1MIZTRU5UOFIHMFI RTS4>
[u](https://forms.office.com/Pages/ResponsePage.aspx?id=N0E6O1mOLk6LR2M-Vx8-B85jExdUpBOVEjGRrBeesPptUME1TOEhDUTgyVUM1MIZTRU5UOFIHMFI RTS4)

Please DO NOT use separate pieces of paper or unprotected spreadsheets that will breach GDPR regulations

Peak trade – a person should be allocated at the front doors (can be security if you already use them) in a meet and greet role to ensure we are capturing the track and trace data.

Off peak trade – the reception team MUST ask one person from each group to use the QR code to collect their details. For those NOT bowling we should collect data from the bar/diner by team members asking customers if they have bowled and if not to fill out the track and trace details through the QR code. The duty manager should complete a regular check of the amusements area (a minimum of once per hour) to ensure that we have requested data from customers using the amusements.

System issues – please ensure you report through the IT help desk any issues with the Sprout system or QR code.

14. Lateral Flow testing

Hollywood Bowl will provide tests and guidelines for 2 home tests per week.

Any positive tests should be uploaded onto the NHS system and the team member should inform their line manager and self isolate before getting a full test.

		Guidelines can be found U:\A. COVID FILES v3 MAY21\Lateral Flow					
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COVID – 19 Risk Assessments (Welsh centres)

Hollywood Bowl / AMF Bowling (bowling centres) and Puttstars (mini golf centres)

Version 13. Issued 15th July 2021

Written by Darryl Lewis / Ben Carne.

In advance of reopening our bowling and mini golf centres, a comprehensive review of our operations has taken place and a Hollywood Bowl Group Covid-secure operations protocol has been developed.

It has been written following extensive consultation and incorporates advice from Government, South Gloucestershire Council (our primary local authority) and others. The trade association UK Hospitality has developed and published protocols and guidance which have been incorporated where relevant.

<https://www.ukhospitality.org.uk/page/UKHospitalityGuidanceforHospitality>

<https://www.ukhospitality.org.uk/page/WalesGuidance>

<https://www.ukhospitality.org.uk/page/ScotlandGuidance>

Operating safely is a matter of trying to eliminate the risk of transmission of the virus and introducing mitigating measures – for the safety of team members, customers and others who visit our bowling or mini golf centres. Please note that local guidelines may differ from this document and must be followed

Our COVID-19 risk assessment is shown below which has been applied to every centre - leading to centre specific risk assessments being created, which are specific to the centre and any localised lockdown

What are the hazards ?	Who might be harmed?	Controls required	Additional controls	Action by who?	Action by when ?	Done
Spread of COVID – 19 virus	<ul style="list-style-type: none"> • Team • Customers • Visitors • Hemel • Contractors <p>High risk groups</p>	<p>11. General cleaning, handwashing, and hygiene</p> <p>1a. Handwashing</p> <ul style="list-style-type: none"> • Hand wash facilities to be available in all key areas • Team to be trained on how to wash hands correctly • Posters in all key team areas with hand washing process • Centre Managers/Manager to ensure that adequate stock holding in place for all PPE • All team members to wear disposable gloves when making contact with surfaces <p>Hand sanitiser dispensers to be available for all to use in each centre/Hemel. Located at</p> <ul style="list-style-type: none"> • Front entrance • Reception • Lanes • Amusement Area <p><u>1b. Cleaning and Hygiene</u></p> <p>New procedures have been introduced to ensure the constant cleaning of high impact areas</p> <ul style="list-style-type: none"> • Door handles • Rails • Surfaces • Tables • Chairs/seats/High Chairs 	<p>1. Team members will be reminded through posters to wash their hands before, during and after their shifts for 20 seconds. Drying hands using hand dryers or blue roll.</p> <p>Also reminded to catch coughs and sneezes in tissues – Follow catch it, Bin it, kill it</p>			

		<ul style="list-style-type: none"> • Toilets • Card readers • Cash Machine • Amusement coin mechs, air hockey pucks, basketballs etc • Pool cues, balls, triangle etc • Taps etc. • Lane areas between customers <p>And detailed training plans in place for each 'area' of the operation</p> <ul style="list-style-type: none"> • Hemel • Reception • Lanes • Technicians • Bar • Diner • Amusements • Puttstars (Golf) • Back of House etc. <p>Cleaning should be completed using the correct surface cleaner and sanitiser for each cleaning task, using disposable blue roll after every use.</p> <p><u>Daily Cleaning</u></p> <p>Daily cleaning should be undertaken as set out in the due diligence books and records kept.</p> <p>RSMs will review the due diligence books when visiting centres</p>	<p>guidelines (posters printed in team areas)</p> <p>Managers to ensure rigorous checks are carried out on each shift to ensure the highest standard of compliance. Manager to report to support any issues that they need support resolving.</p> <p>Managers to ensure that all team member complete all training</p>			
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		<p><u>Set up at close down</u></p> <p>Additional checks have been introduced to ensure the highest standards of cleaning. A check sheet has been introduced on the close down of each department with key checks as listed below</p> <p>Lanes</p> <ul style="list-style-type: none"> • Remove all excess bowling balls • Clean all bowling balls • Clean down all tables and surfaces • Wipe down the scoring screen • Wipe down all ramps <p>Reception</p> <ul style="list-style-type: none"> • Wipe down and sanitise the sneeze guard • All IT equipment sanitised – PDQ, computer screen, keyboard, and mouse • Any used shoes to be sanitised • Empty litter bins • Wipe down reception surface and P4P cabinet <p>Bar/Diner Kitchen</p> <ul style="list-style-type: none"> • Wipe down and sanitise the sneeze guards • All IT equipment sanitised – PDQ, zonal till • All surfaces sanitised and clean (Kitchen/bar and diner) • All tables/chairs wiped down • Kitchen checked for cleanliness <p>Amusements</p> <ul style="list-style-type: none"> • Wearing gloves – stock up P4P, Cranes • Remove litter • Sanitise high point touch areas eg pucks, coin mechs etc • Empty litter bins • Wipe down reception surface and P4P cabinet 	<p>shorts prior to opening and regularly on their shifts. Training records of the completed training to be documented on STRIKES</p> <p>People team to review compliance to the training on a regular basis</p>			
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		<p>General</p> <ul style="list-style-type: none"> • Office and Cash office - surfaces sanitised • Tech office – surfaces sanitised • Toilets – taps, flushes, and dispenses wiped – soap stocked up • All sanitisers units checked and filled • Check signage and POS <p>Puttstars</p> <ul style="list-style-type: none"> • Clean all clubs and balls • Clean down all tables and surfaces at courses • Wipe down the scoring screen • Wipe down all ramps <p>Duty managers MUST ensure they complete the ‘set up at close down’ check sheet on each shift and records kept.</p> <p><u>Deep Cleaning</u></p> <p>Contract cleaners are used each morning daily and will follow the agreed cleaning specifications/risk assessments</p> <p>The duty manager should ensure that a visual check is made daily and any issues reported to the contract cleaning supervisor</p> <p>A monthly cleaning audit and check will be undertaken by the contract cleaning company.</p> <p>In the event of a COVID case identified in centre by NHS test and trace and we are recommended to temporarily close. Your line manager (RSM) should be contacted ASAP. Deep cleaning will be arranged as soon as possible through our contract cleaners and a certificate sought before reopening.</p>				
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		<p>Centre teams should report such an incident to their line manager ASAP so we can arrange for the deep clean and decide how to proceed</p> <p><u>Use of Bodily Fluid Kits</u></p> <p>Teams members can still use fluid kits to clean up any bodily fluids. Team members MUST wear single use disposable gloves, disposable apron and wear a face covering. Strictly follow the bodily fluid procedure</p> <p>Needles Found Please follow the needle stick procedure</p> <p><u>Noise</u></p> <p>We aim to create a fun atmosphere in all areas of our centres, which includes playing background music and amusement attracts at a volume level that does not require our customers to raise their voices to an uncomfortable level to converse with one another. CMs should ensure the levels in centre are appropriate on a daily basis.</p> <p>Music is not permitted in Scottish centres and should form part of the local centre risk assessment.</p> <p><u>2.Social Distancing - Overview</u></p> <p>Ensure the compliance to social distancing measure for both team and customers to create a safe environment in centres and Hemel. Capacities, congested/busy areas, people flow, pinch points, queueing areas, signs, markings, screens and appointments have been considered in each centre and Hemel</p>				
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		<p>2m Social Distancing The following mitigating factors support 2m social distancing within the bowling centres:</p> <ul style="list-style-type: none"> • Hand sanitiser stations throughout the centre and on / between each pair of lanes • Separate balls for each lane (plain balls and separate football/pool patterned balls). Customers advised when they check-in which bowling balls they should use and POS on the tables reminding them • Sanitising seating, barriers, tables, bowling balls and hand contact points between games • Regular voice overs reminding customers of social distancing measures are in place • Customers will be advised to wear a face covering (unless eating or drinking) by reception staff and Covid Marshalls • Physical barriers at the back of seats at the place where customers will be the closest • Staggering start times so that customers on adjacent lanes arrive at different times, to prevent pinch points • Taped floor dividers that keep lane customers apart • Covid Marshalls (see below) • Touch screens pre-programmed with customer names when they check in to reduce contact with screens • During off peak periods alternate lanes will always be used wherever possible. Adjacent lanes will only be used during peak trading periods <p>Procedures and effectiveness will be reviewed by the leadership team WEEKLY. Capacities, congested/busy areas, people flow, pinch points, queueing areas, signs, markings, appointments, and effectiveness of screens will be reviewed weekly in each centre and Hemel</p> <p><u>2a. Social Distancing – Team</u></p>				
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		<p><u>Team member assessment has been carried out to assess whether they could safely return to the centre. Back to work questionnaires completed.</u></p> <p>Signage has been created for our team back of house to ensure team member are observing social distancing guidelines in team areas</p> <p>Team members to be provided with the following PPE</p> <ul style="list-style-type: none"> • Face shield/mask • Gloves <p>Team breaks will also be staggered to ensure that team members do not have breaks in the team room at the same time.</p> <p>A <u>social distancing plan</u> created for back of house areas for each centre to ensure the correct social distancing measures are undertaken.</p> <ul style="list-style-type: none"> • Team room/lockers/toilets • Tech areas • Office/Cash office • Storerooms • Plant rooms • Deliveries <p>Deliveries organised to minimise person to person contact, contactless payment and online exchange of documents.</p> <p>Desks should not be shared where possible and any desk usage must be deep cleaned after each use. The centre manager must ensure that cleaning materials are available in offices, cash office and technical offices.</p> <p>Storerooms should be one person at a time.</p>	<p>Training will be given to team on how to wear and maintain their PPE and records kept on Strikes (CPL)</p>			
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		<p>Team members that travel to and from work on public transport MUST NOT travel to work in their uniform (including managers). New Cash office arrangements procedure to be followed Safe changing facilities, welfare facilities and storage must be provided by the centre management teams.</p> <p><u>2b. Social Distancing – Customers</u></p> <p>A designated COVID marshal to be on every shift. Their duties will include:</p> <ul style="list-style-type: none"> • Ensuring face masks are worn • Capacity Checks • Sanitising / cleaning amusement machines every 2 hours paying particular attention to hand contact points • Support cleaning down of lanes • Compliance with rule of 6 • Ensuring compliance with local guidelines • Test and Trace information obtained at booking in all cases. <p>Limit capacity in each centre by ensuring the following actions;</p> <p>Capacity limits have been given to each centre based on</p> <ul style="list-style-type: none"> • Limited lane capacity – no more than 6 customers per lane (local guidelines will determine whether children under 12 are included in this number). All bookings over 6 family members should be taken through the contact centre and a bubble questionnaire completed. All calls are recorded. Centre risk assessment must refer to local guidelines that may differ from the above <p>A <u>social distancing plan</u> created for all areas for each centre to ensure the correct social distancing measures are undertaken. Including a clear one-way</p>				
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		<p>system entrance/exit created for each centre. Signage and guidance for customers and team to be clear throughout the centre.</p> <p>General admission – controls put in place daily to ensure capacity is limited in centre, advanced bookings ONLY at peak times. The entrance to the centre to be always monitored when open and queues to ensure distancing.</p> <p>Customers are required to wear face coverings at all times when in the bowling/golf centre except when eating food and drink.</p> <p>Duty managers should complete a head count check every hour and log in the capacity spreadsheet. In the event of being over the capacity the duty manager must take measures to reduce this as soon as possible</p> <p>The centre capacity is calculated by using the following;</p> <ul style="list-style-type: none"> • Total bowling centre area (sqft) minus total bowling area (sqft) + Total usable customer area (sqft) • Total usable customer area (sqft) divided 50 sqft (per customer) = <u>Maximum Centre Capacity</u> • <p>The capacity is reviewed locally and may be reduced if needed by the centre manager and reviewed by the regional support manager on a regular basis. The centre capacity will form part of the local centre risk assessment</p> <p>The centre capacity numbers for the centres are located on the scratch drive for centre managers to review</p> <p>Bar and diner seating to be set out with a 3-metre gap to ensure social distancing measures.</p> <p>Mitigating factors for 1+ metre:</p>				
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		<ul style="list-style-type: none"> • Customers will not normally be facing each other when playing amusement games • Face masks must be worn • Machines are sanitised every 2 hours • Sanitiser station for customers • Restricted centre capacity • Multi player games to be only played by members of the same 'family group / group of 6', signage to be provided for multi play games <p>Queues will be set with 1+ metre distancing, markings and signs provided and will be managed at peak times.</p> <p>Mitigating factors for 1+ metre</p> <ul style="list-style-type: none"> • Customers will normally be facing in the same direction and not towards other groups • Face coverings must be worn <p>12. <u>Team health</u></p> <p>All team members, visitors, suppliers, and delivery persons will have their temperature checked DAILY before entering the building.</p> <p>To comply with track and trace all team members to fill out a pre shift questionnaire before every shift. Tracked on Fourth system.</p> <p>All instances of COVID cases should be reported to the people team and monitored.</p> <p>ALL team members should tap in and out to ensure we can monitor team members in centre for track and trace</p>				
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		<p>Team member should change from their work clothes when taking a break outside of the centre (ie when visiting a restaurant/shop). Team should ensure they wash their hands and clean their face shield before returning to shift.</p> <p>Team that require smoke breaks must do so outside in the designated area and wash hands before and after the break, ensuring they change their disposable gloves.</p> <p>13. <u>Bar Operations</u></p> <p>All food and drink should be served at either a table or at the lanes</p> <p>Orders should be taken at the table or the lanes by team members or where available from the ordering app</p> <p>Table service process is thus</p> <p>Model 1 – Super off peak, (e.g. Monday – Thursday before 4pm)</p> <ul style="list-style-type: none"> • This model will be used in our quietest periods when it would be unlikely to have more than 2/3 lanes on at any one time. • We will operate with one manager and one team member • When checking in the customer at reception the team member will ask for a food/drink order which should be taken via I Serve and radioed through to the manager to prepare. If the customer does not want to order at this point, we should inform them that it is table/lane service only and to press the call button for service. 				
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Model 2 – Off peak, (e.g. Monday - Thursday evening during term time)

- This model will be used in our off-peak periods when we would typically have between 4 & 5 lanes on at any one time.
- We will operate with two team members and a manager.
- One team member should be based at reception with the other team member and manager floating where needed.
- When checking in the customer at reception the team member will ask for a food/drink order which should be taken via I Serve and radioed through to the supporting team member or manager to prepare. If the customer does not want to order at this point, we should inform them that it is table/lane service only and to press the call button for service.
- Both team members and manager should have an I Serve and float on them at all times.
- The floating team member/manager will take orders at the tables in the bar/diner and serve as needed.

Model 3 – Peak (e.g. Saturday or Sunday before 12pm)

- This model will be used on the fringes of full peak trade when most or all lanes are in use and a medium level of spend per game is expected.

- There will be one dedicated lane host on at these times
- The customer will be informed at reception that it is lane/table service only and to order via the lane server. Orders can be taken at reception if they do not have a que forming.
- There will be a bar/dispense team member on to prepare the drinks for the lane server and to serve at tables in the bar where needed.

Model 4 – Super Peak (e.g. Friday night or Saturday afternoon/nights)

- This model will be used during our busiest periods, all lanes will be on and the booking sheet full and the highest potential for bar and food sales such as Friday & Saturday evenings.
- There will be a dedicated lane host at this time. Centres with over 10 lanes should have two lane hosts as agreed between CM and RSM.
- There will be a designated bar dispense to prepare drinks for the lane hosts
- Lane team members should communicate via radio around whether they will need to collect their own drink or if the dispense can run them.
- There will be a team member to serve at the tables in the bar with the bar dispense team preparing drinks
- Table server should act as a runner to the lanes when not serving at tables
- Where the Centre has a separate diner the diner server will take orders at the table

All pre-opening tasks and cleaning to be done with gloves on. Cleaning and hygiene regime to be in place and actioned and recorded accordingly. 1 team member to work on till and one to do dispense where space allows for social distancing.

		<p>All drinks to be made and served on a tray at a dispense point or delivered to the lanes/tables.</p> <p>Bar seating to be laid out to enable customers to sit according to social distancing measures, spare seats, and tables to be removed. All seats at the bar to be removed. Clearly marked queue to be used, with floor stickers for social distancing. Only 1 point of service open. When serving be conscious of customers collecting their drinks from the dispense point, make sure you maintain social distancing.</p> <p>The duty manager should ensure capacity management is adhered to through hourly capacity checks.</p> <p>Lane service is available using the following guidelines:</p> <ul style="list-style-type: none"> - Take orders from the empty lane to maintain two metre distance - Face mask must be worn by lane server - Drinks to be served on a tray and removed by the customer - Gloves to be worn and replaced after every order - Card/contactless payment to be encouraged but cash can be taken as long as the glove process is followed - PDQ machines to be cleaned after every pin pad use (not needed for contactless) <p>14. <u>Diner Operations</u></p> <p>All pre-opening tasks and cleaning to be done with gloves on. All cutlery to be wrapped in a napkin, knife, and fork as standard, to be placed on serving tray before being delivered/collected by customer.</p> <p>Poly carbonate screens at all till points to separate team / customers</p>				
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		<p>Sauces and salt/pepper to be in sachets, no bottles of any sauce available. Cleaning and hygiene regime to be in place and actioned and recorded accordingly.</p> <p>Diner seating to be laid out within social distance guidelines, and spare tables and chairs to be removed. Clearly marked queue laid out to order point, again using floor stickers. Only 1 order point available. No food to be served to the lanes.</p> <p>Food should be served to the bar/diner only to the table or collected from dispense point always on a tray, with selection of wrapped cutlery and condiments. Centres to action own plan. All payments to be made via contactless payment method.</p> <p>Twenty centres are using a pre-ordering application</p> <p><u>15. Kitchen Operations</u></p> <p><u>Reduced menu introduced to limit complexity</u></p> <p>Team to wear gloves when collecting food. Kitchen team member to wash hands before and after every order. Only one order to be cooked at a time to avoid cross contamination. All surfaces to be cleaned before opening. All surfaces and touch points to be cleaned at end of shift. Only kitchen team member permitted in cook side to minimise cross contamination on fridge/freezers etc. All touch points for team access and exit to kitchen to be cleaned regularly.</p> <p>Centres to devise a kitchen plan to facilitate this for the kitchen team member - one per shift only working, work in dedicated areas only. Team members to operate a one in one out basis in the kitchen. This must be coordinated via walkie talkie - team member asks if he can access the kitchen and notifies when he leaves the kitchen. Washing up to be done when possible and will be centre specific dependant on layout - recommend doing in bulk, and area to be cleaned after use ready for next set of dirty plates etc.</p>				
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		<p>16. <u>Toilets</u></p> <p>Limited number of people in the toilets at any one time, this will be centre, and toilet specific.</p> <p>Where possible open double doors to toilets to reduce touch points</p> <p>Reception team to inform customers of changes to the centre including how to safely use the toilet facilities</p> <ul style="list-style-type: none"> • Signage has been created for the toilets to ensure customers comply with social distancing • Hand wash signage has been introduced to remind customers to wash their hands • Additional toilet checks will be carried out and logged in the due diligence books on reception • Checks to the toilets have increased from every 30 minutes to every 15 minutes – the duty manager must check on the hour that these are being completed • Every check must include a full clean of taps, flushes, soap dispenses, and door handles. <p>17. <u>Bowling Operations</u></p> <ul style="list-style-type: none"> • Lane dividers are provided for each lane creating a barrier in the seating area • Up to 8 people per lane (following guidance on group sizes) • ALL areas to be sanitised after EVERY use. 				
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		<ul style="list-style-type: none"> • Gloves to be provided for customers to bowl in to limit contact • Customers are encouraged to wear their own shoes whilst bowling. • Different balls for each lane (where ball return is shared there will be house balls for one lane and football patterned balls for the other lane) • Sanitiser dispenser / bottle for each pair of lanes • No food on the lane seating areas • Taped floor dividers helping customers social distance • Covid Marshalls on every shift <p>18. <u>Amusement operations</u></p> <p><u>Reduced capacity with 2 metres social distancing measures in place</u></p> <p><u>Reduced machines on to create 2 metre gap</u></p> <p>Spick and Span Environment</p> <ul style="list-style-type: none"> • Machines should be cleaned and sanitised on a regular basis. • High volume machines should be cleaned every 2 hours ensuring the high contact areas are clean. • Hand sanitiser station will be available for customers in all amusement areas. • ALL team members cleaning should follow the cleaning training shorts for amusements. • Team members should always wear gloves when contacting machines 				
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		<p>Faults</p> <ul style="list-style-type: none"> • When a customer raises a fault the team member should attend with gloves on and ensure they keep at least 2 metres from the customer – asking them kindly to step aside. • Fix the fault – then re-clean the touch points of the machine before letting the customer re play. • Any NAMCO engineer should have their temperature checked before entering the centre and should wear PPE equipment <p>Cash</p> <p>In order to minimise the contact with cash the following should be followed</p> <ul style="list-style-type: none"> • Protective gloves should be used every time contact is made with cash • INCREASE security checks and visibility in amusements area • A new collection schedule has been introduced <p>Play to Win/restocking prizes</p> <ul style="list-style-type: none"> • Gloves should be worn when restocking cranes etc. • Following the cleaning guidelines after every fill (Clean/Open/Restock/Clean) • Reception team to wear gloves when issuing prizes • <p>In order to ensure the safe play of pool and AWP machines a self-clean process should be set up in each centre. Providing customers with sanitising wipes to clean down pool cues, pool balls, triangles etc. after use.</p> <p>19. <u>Large gatherings</u></p> <p>The web has been restricted to only take bookings or 6 or less, all other booking enquiries will be put through to our customer contact centre (CCC). All calls to the CCC are recorded</p>				
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Packages are available with limited availability and are booked through the CCC.

Birthday parties

- The centre manager/duty manager should review the booking sheet on a regular basis to ensure that birthday parties will not create congestion and break social distancing guidelines
- A limit of 6 kids will be introduced
- A vastly reduced party bible will be created by the centre manager prior to opening
- CCC will waterproof all bookings 24 hours before the booking for a health check and to explain what will happen
- **Customer journey**
 - No strike stickers etc.
 - Parties to turn up **5 minutes** before party is due to start to avoid queues
 - Kids can wear their own shoes (no sandals and heels)
 - H&S brief will happen at 2 metre distancing (team to role play as part of opening training)
 - Food orders taken by team member with 2 metre distancing and eaten in the diner
 - Birthday cakes will not be cut by team member, no knives provided
 - All meals served in disposable boxes, team to serve food and drinks on trays wearing PPE (Masks and Gloves)
 - Free game vouchers handed out (in a bag) to lead parent/carer by team member at reception
 - Party organiser to ensure parents know to pick children up outside the centre

		<p><u>12. Centre offices/Cash offices</u></p> <p>Centre level risk assessment to ensure capacity limits are placed on each office/cash office/locker room/tech area/kitchen- to ensure compliance to social distancing measures.</p> <p>Signage to be placed in all back of house areas reminding team to wash hand and respect social distancing</p> <p>Regular cleaning to be carried out as per section 1. <i>General cleaning, handwashing, and hygiene</i></p> <p><i>All equipment to be sanitised and wiped down daily</i></p> <ul style="list-style-type: none"> • <i>Desk</i> • <i>Phone</i> • <i>Computers</i> • <i>Desks</i> • <i>Headsets – one per team member, do not share</i> • <i>Keyboard</i> <p>Support team to be limited by department with those that can work at home to do so.</p> <p>Desks should be arranged so that any support office team are complying with 2 metre distancing</p> <p>All team members, visitors, suppliers, and delivery persons will have their temperature checked DAILY before entering the building.</p> <p>Toilets – one person in the toilets at any time – poster to be provided</p> <p>Kitchen – one person in the kitchen at any time – all equipment cleaned after every use</p>				
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		<p>Water coolers – cleaned daily</p> <p><u>Monitoring</u></p> <p>Incidents and accidents to be recorded on form as per process and reviewed.</p> <p>The Leadership Team (Exec.) to review and monitor all relevant process and ways of working on a regular basis to ensure the safety of team and customers</p> <p><u>Re opening checks</u></p> <p>To ensure safe opening of centres all centre managers to follow the re-opening check sheet which has been created. All CMs must complete the following before reopening:</p> <ul style="list-style-type: none"> • Risk assessment for legionella and European guidance for reopening buildings has been followed, U:\A. CENTRE COVID FILES v1\A. CENTRE COVID FILES v1\Risk assessments\COVid buidling water system guidance 27 3 20 v4 DS pk.pdf • All water to be run through for 5 minutes each tap • Any hot water storage should be deep cleaned prior to opening • All kitchen equipment should be fully deep cleaned • Refresher training should be completed on fire evacuation procedures, first aid procedures and a full alarm test • New cleaning regimes training to be completed by all team members and exam completed on strikes • All team members contacted and fill out back to work questionnaire which includes whether team are fit to return to work. All team members highlighted at risk should not return to work and remain on the furlough scheme. 				
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15. Track and Trace

The NHS track and trace system is to be used in all centres with prominent posters located throughout the centre at entrance, reception, bar, diner and amusements areas.

It is now **mandatory** for all over 16s in the group MUST now fill register with some form of test and trace when visiting in centre

Our primary form of capturing this data is the NHS test and trace app – the QR codes will be printed and should be placed in the following locations

- Front door/entrance
- Reception
- Bar
- Diner
- We have 2 other forms of capturing this data should customers not wish to use the NHS app, they are:
 - Sprout – via a QR code, which will be available at reception
 - Manual - via a URL code

Hollywood Bowl Link:

<https://forms.office.com/Pages/ResponsePage.aspx?id=N0E6O1mOLk6LR2MVx8-B85jExdUpBOVEjGRrBeesPptUQ1MySINWVFc1QVVDVDRDU1hIUExUOEU0Vi4u>

Puttstars Link:

<https://forms.office.com/Pages/ResponsePage.aspx?id=N0E6O1mOLk6LR2MVx8-B85jExdUpBOVEjGRrBeesPptUME1TOEhDUTgyVUM1MIZTRU5UOFIHMFI RTS4u>

Please DO NOT use separate pieces of paper or unprotected spreadsheets that will breach GDPR regulations

		<p>Peak trade – a person should be allocated at the front doors (can be security if you already use them) in a meet and greet role to ensure we are capturing the track and trace data.</p> <p>Off peak trade – the reception team MUST ask one person from each group to use the QR code to collect their details. For those NOT bowling we should collect data from the bar/diner by team members asking customers if they have bowled and if not to fill out the track and trace details through the QR code. The duty manager should complete a regular check of the amusements area (a minimum of once per hour) to ensure that we have requested data from customers using the amusements.</p> <p>System issues – please ensure you report through the IT help desk any issues with the Sprout system or QR code.</p> <p>16. Lateral Flow testing</p> <p>Hollywood Bowl will provide tests and guidelines for 2 home tests per week.</p> <p>Any positive tests should be uploaded onto the NHS system and the team member should inform their line manager and self isolate before getting a full test.</p> <p>Guidelines can be found U:\A. COVID FILES v3 MAY21\Lateral Flow</p>				
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