



Dear: _____

Thank you for booking with us on: _____

**Everyone at Crayford Greyhound Stadium are looking forward to welcoming you back
We have missed you**

We have been working hard to ensure that we re-open with all the hygiene, social distancing measures and government advice in place to ensure you feel confident and safe returning to our stadium

OUR TEAM AT CRAYFORD GREYHOUND STADIUM

We emphasise that we have extensive processes in place for all staff members to ensure that they and yourselves are safe and that they follow all necessary health & safety and hygiene procedures to minimise risk of infection.

THE EXPERIENCE

You will find aspects of your experience have had to change in order to accommodate all of the safety measures needed as we emerge out of lockdown. But you will find the warm welcome, the excellent service, and the quality of our products remain exactly the same.

BEFORE YOU ARRIVE

Any customer entering the stadia, and any family with whom you live, must be symptom free. The main symptoms of coronavirus are:

- A high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- A loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

Every race meeting at Crayford Greyhound Stadium **must** be pre-booked.

ON ARRIVAL

All entrances and exits will be one-way flow to guide you around the stadium and ensure government guidelines are followed.

There will be sanitiser stations throughout the venue that we encourage all to use on arrival and at regular intervals throughout your visit. We will record your name and a contact number and retain for 21 days in line with government advice on Track and Trace.

SOCIAL DISTANCING

What do we mean by social distancing? All tables are laid out so that, when seated, we remain fully compliant with existing Government guidelines. We will ask that you, whenever possible, abide by the 2 metre guidelines that are in place and that where it is not possible you remain at least 1 metre away and exercise some form of mitigation action. This may include wearing a mask or turning away to ensure you are not face to face with other visitors outside your own party.



DRINKS SERVICE

All drinks will be ordered and served at your table and payment will also be taken at the table

BETTING FACILITIES

We will operate a tote betting service. There will be no bookmaker facilities available at present.

MIDWEEK RACE MEETINGS

Fast food facilities will not be open Wednesday, Thursday or Friday. Hot and cold beverages will be available via table service. We will operate a tote betting service.

AT YOUR TABLE

At Crayford Greyhound Stadium you will be allocated a seat, movement around the stadium will be restricted to toilet facilities and smoking areas. Access to terracing will be restricted to specific areas depending on where you have booked. There will be restrictions within areas i.e restaurant bookings will not be able to mix with bar bookings. We will adhere to one way flows throughout the stadium. All serving staff will be wearing facial coverings during service. All condiments will be single use. All staff will regularly sanitise their hands. If dining in our restaurant your wrapped cutlery will be presented at the same time as your food. All menus are single use and will be disposed of after use.

TOILETS

We will monitor access to all toilets and will only allow a maximum of 3 people in at any one time. All toilets will be checked and cleaned every hour during an event

PAYMENTS

We take cash payments on the evening for non pre booked products, but we encourage the use of card and contactless payments where possible (no card payments are taken on the tote)

Please show your booking confirmation on arrival (preferably via phone) and we hope you have a wonderful evening