

Dear Clients

17 March 2020

Please be assured that The Epping Club's biggest priority is the safety and wellbeing of our patrons, clients and employees during the challenging times we are currently experiencing.

As health issues continue to develop, our team is working diligently behind the scenes in a coordinated effort with national and state guidelines and our own management to monitor and assess all decisions, while actively supporting the events and conferencing industry.

Please be assured that we are currently focused on working with all our valued event organisers to determine how best to host all your events in the safest, most professional and – *as usual*– most impressive way possible.

As you can imagine, each event requires considerable management and expertise, so we appreciate your patience and understanding as we continue with business as usual and focusing on every patron's well-being during this time.

If you have any questions or concerns, please do not hesitate to contact us.

You can view The Epping Club's official statement on COVID-19 on our website including all the additional hygiene and cleanliness activities being undertaken in addition to our regular high standards of sanitation and maintenance.

At this stage our venue remains open and we're continuing to execute successful, safe and five star events for you.

We have implemented several new policies and procedures, which follow recommendations from the NSW Health & Australian Government. We will advise changes as they come to hand.

Communication & Hygiene processes

We are in constant communication with our employees to reinforce our sanitisation and safety procedures in both front and back-of-house areas. We are sanitising all public areas at an increased frequency.

Air conditioning

The Epping Club's air conditioning units are operating on 100% fresh air to improve the air quality in the Club and avoid contaminated air.

Hand sanitisers & touch points

The Club's public areas are wiped and surfaces cleaned multiple times throughout the day.

Removal of cutlery, straws & condiments from open air environments

Cutlery, straws and condiments have been removed from the open air and will be provided to diners as needed in the ordering process and upon request. This will reduce the risk of airborne contaminants.

Food handling & safety

Food production staff are wearing additional safety equipment in food preparation areas.

More protective personal equipment for staff

We are equipping staff to be protected, so from this week they will be wearing disposable gloves to reduce their risk.

Hand sanitisers & touch points

All departments have implemented increased hand washing or sanitising procedures to take place multiple times during the employee's shift.

Hand sanitisers are located throughout public and back of house locations. Sanitisers are refilled and checked regularly. Simply ask our staff where you can find your closest self-serve station.

Public touch points, such as hand-rails, lift buttons, door handles and knobs are cleaned multiple times throughout the day.

Surfaces such as Concierge, restaurant counters and dining tables are wiped regularly.

Our Club gaming areas undergo a daily deep clean while we are closed.

Hand sanitisers & touch points

Employees are instructed to wash hands after every break before returning to their Department.

Proper procedures are posted in all back-of-house work areas.

All Epping Club employees are prohibited from reporting to work with any COVID-19 symptoms. They are requested to self-isolate and call the National Coronavirus Health Information Line on 1800 020 080 for further assistance.

We thank you for your continued support and trust that we can move through this period together.

The Epping Club events team will monitor the current impact of the virus and follow any government recommendations and we hope to see you all soon.

Kind Regards

Adele Zeaiter
Event Sales & Operations Manager

Helping each other

We are encouraging staff & Members to follow advice from the Department of Health which involves practising social distancing.

We can all do this by avoiding the shaking of hands, hugging and kissing. If you need to cough, do so in your elbow. Regularly wash your hands with soap or an alcohol hand sanitiser especially before and after eating, and after using the bathroom or other public spaces.

Websites & Social Media:

Our websites and social media will be updated accordingly to reflect any changes we may make so that you can enjoy visiting our Club.

Number of people at any event:

The Epping Club are following guidelines from the NSW Health & Australian Government, by not holding events which are over 500 people.