



COVID-19 Secure advice and risk assessments for hospitality businesses

Version 1.2 - as at 17 July 2020

COVID Secure Operating Protocols for Indoor Ten Pin Bowling

This document outlines the specific operational protocols relating to customer participation in the leisure activity of ten pin bowling.

It should be used in conjunction with relevant wider COVID secure operating guidance published by UK Hospitality which has been endorsed by the Government, and due to the other customer offerings typically available in an indoor ten pin bowling centre, the particular guidance relating to the service of food and drink and the operation of amusement arcade areas.

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

GAME SET UP

- Customer bowling names are to be set up at reception to reduce the level of contact at the lanes with team members and the need to touch the scoring tablets located at the lanes.
- Only family groups/bubbles will be allowed to play games together.

SHOES AND GLOVES

- Customers should be advised to wear their own shoes whilst bowling - the only exception being high heels and open toed shoes. In the event that a customer needs to borrow a pair of bowling shoes, these are to be thoroughly sanitised before and after every use.
- Customers should be advised to leave bowling shoes at the lane after use and not return them to reception. They should be collected by the lane cleaning teams.
- Disposable gloves should be made available to adult and junior customers at reception should they wish to use them whilst bowling.

AT THE LANES

- Only alternate lanes are to be operated with bowling reservation systems adjusted to reflect this reduction in capacity. Back to back lane seating should not be available for customer use. This can be achieved through signage and roping off seats.
- A maximum of 6 bowlers per operational lane should be observed.

- Only 1 ball of each weight should be available on an operational lane and customers should not be able to access additional balls from other ball racks (typically located on the general concourse behind the lane seating area).
- After the customer group has finished their game(s) and have left the lane seating area, the bowling balls (including finger holes), scoring system tablet, drinks table, lane seating, bowling ramps and floor area should be thoroughly cleaned by a suitably equipped team member before the next playing group is allowed onto the lane area.

COVID-SECURE OPERATING STANDARDS

- 50% operating capacity

STAGE OF CUSTOMER JOURNEY	CUSTOMER EXPERIENCE
Pre-booking	Website outlines social distancing measures in place for customers and team including in-centre video and icons.
Booking	Peak - Pre bookings only Off peak - bowling walk ups accepted
	Pre-booked drinks packages available
	Party bookings accepted for pre-defined slots - maximum 6 players
Pre-arrival	Pre-booked confirmation email / contact centre outlines social distancing measures in place for customers and team

Arrival at centre	Single entrance door clearly marked (no entry signage on exit door)
	External 2 metre floor markers and queue barriers in place for peak periods
	External poster advising social distancing measures and do not enter if feeling unwell
	Team member at door with clicker to manage number of customers in the centre for peak periods
Reception	2 metre distancing lines for internal queue
	2 metre distancing line in front of play for prizes counter 2 metre distance between available till points
	Perspex screen dependent on height of reception counter
	Poster / digital display outlining social distancing measures
	Card / contactless payment only
	Ordering for lane service drinks
	Disposable gloves available
	Hand sanitiser station

	Shoes available - customers directed to leave these at the lane when game finished
	All paper leaflets removed
	Customer contact details collected for NHS Track and Trace if not already on system. You should keep a temporary record of your customers and visitors for 21 days, in a way that is manageable for your business, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.
Bowling	Alternate lanes only to be used
	Maximum 6 customers per lane all from same family group/bubble
	No back to back seating - signage to prevent this
	1 x each weight of ball only provided (no other balls on racks for customers to access)
	Lane / player names set up from reception
	Balls/ table / scoring tablet / seating cleaned after every game and shoes collected
	Hand sanitiser stations on lanes concourse
Lane service	Pre-booked lane orders / orders made at reception or bar only - delivered on tray

Amusement area	Operational machines / player positions a minimum of 2 metres apart
	Signs on machines out of use
	Hand sanitiser station / wipes available
	Team member at amusement entrance to manage number of customers in area for peak periods
Bar and dining	Refer to government guidance on bars and restaurants
Toilets	<p>Using signs and posters to build awareness of good hand-washing technique, the need to increase hand-washing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.</p> <p>Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks).</p> <p>To enable good hand hygiene consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable hand-washing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available.</p> <p>Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces.</p>

	<p>Keep the facilities well ventilated, for example by fixing doors open where appropriate.</p> <p>Special care should be taken for cleaning of portable toilets and larger toilet blocks.</p> <p>Putting up a visible cleaning schedule can keep it up to date and visible.</p> <p>Providing more waste facilities and more frequent rubbish collection.</p>
<p>Walkways</p>	<p>If centre configuration allows - floor vinyl to indicate direction of customer flow to create a one-way system or</p> <p>clear indication of which side of walkway to use</p>
<p>Ventilation</p>	<p>Ventilation is an important part of mitigating against the transmission of COVID-19.</p> <p>Ventilation into the building should be optimised to ensure a fresh air supply is provided to all areas of the facility and increased wherever possible.</p> <p>You should consider:</p> <ul style="list-style-type: none"> • Increasing the existing ventilation rate by fully opening dampers and running fans on full speed • Operating the ventilation system 24 hours a day • Increase the frequency of filter changes • In the absence of known ventilation rates, a carbon dioxide sensor shall be used as a surrogate indicator to switch on additional mechanical ventilation or open windows. <p>Further guidance is provided in the CIBSE COVID-19 Ventilation guidance</p>

Exiting the centre	Exit door clearly marked
Post visit	Customer feedback on Covid- secure measures requested

A note from the Government

Where the enforcing authority, such as the HSE or your local authority, identifies employers who are not taking action to comply with the relevant public health legislation and guidance to control public health risks, they will consider taking a range of actions to improve control of workplace risks. For example, this would cover employers not taking appropriate action to socially distance, where possible. The actions the HSE and/or enforcing local authority can take include the provision of specific advice to employers through to issuing enforcement notices to help secure improvements.