



The Shellharbour Club

Welcome

We are overjoyed to welcome you back into our venue and reveal some of the exciting changes that we've been working on...

When we committed to coming out stronger on the other side we never imagined that we would come out looking so good. Between cleaners, painters, carpenters, electricians, plumbers, upholsterers, carpet layers (and the rest!), the Club has never been cleaner nor has it looked so impressive!

Of course, we've also taken many innovative measures to ensure your comfort during the easing of restrictions. We've introduced a number of measures including social distancing, dedicated cleaning staff, hand sanitiser, sanitised wipes stations, disposable menus and much more so that you can continue to enjoy our large venue at ease.

As an organisation that was established by the community for the community, we're doing our absolute utmost to ensure your comfort and keep our doors open. With that in mind, we ask that all our members and guests respect the venue changes that are in place and adhere to the government guidelines in regards to social distancing and personal hygiene measures.

Our team are so excited to welcome you back. Enjoy!

Q&A

What are the Club's trading hours?

We have returned to our regular trading hours:

Sun – Thurs: 10am – 4am
Fri & Sat: 10am – 6am

Which areas of the Club are open?

ALL Club facilities are now open and ready for you to enjoy this includes all Precinct outlets trading with new opening hours and our state-of-the-art Sports Bar, enjoy any sport any time.

What are the requirements for Club entry?

We ask that you please adhere to our entry requirements to help us stay open:

- There are to be no group sizes greater than 10 patrons.
 - Remain seated and do not commingle – we have recently introduced 'zones' throughout our venue to help reduce co-mingling. We ask that you enjoy your visit within your selected zone to ensure that we continue to adhere to the advice of NSW Health. In addition, you must remain seated where possible and avoid mingling with other groups.
 - If you were in Victoria in the previous 14 days, please visit us another time.
 - Maintain social distancing of 1.5m at all times and particularly when queuing.
 - Upon entry and exit, only two patrons or one family group are permitted within a compartment of our revolving door at any one time.
 - If you're feeling unwell or showing any flu-like symptoms, please visit us another time.
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Please also note that the Government guidelines specify that there are to be no more than 10 customers at a table and no group sizes greater than 10.

Can I purchase alcohol without a meal/food?

Yes, you do not need to dine to enjoy our Club facilities. You may continue to enjoy Club facilities without the need to purchase food.

Do members of the same group need to socially distance throughout the Club? May I move tables and seats together to accommodate my group?

Members of the same group are not required to socially distance.

While members of the same group may bring seating closer together, we ask that you do your best to respect the venue changes (where possible) and speak to our staff before making any significant changes to the floorplan.

Am I required to sign in to the Club?

Yes, as per the Government's requirements, patrons (both members and visitors) will be required to sign in to the Club. It is an entry requirement that the Club records names and contact details of patrons (excluding minors) who use the Club facilities. The above process will assist with managing venue capacity and will allow us to contact patrons (if we are required to do so under the Government's guidelines). This is a condition of re-opening and we are guided by our privacy policy.

Can I book a Wedding, Corporate Event or Wake?

Yes! Weddings, Corporate Events and Wakes on the Club premises are now permitted. Contact our Events team for more information regarding your event by emailing functions@shellys.com.au or call 4296 7155.

Do I need to make a booking?

No, bookings are not required at this time. With a large capacity in place and ample seating, we're confident you will not experience any issues during your next visit however as always, we encourage you to get in early to avoid missing out.

Member Q&A

My membership expires in June 2020, how do I renew my membership?

We've postponed our membership renewal process. If you are a member and your membership is due to expire in June, you can continue to enjoy the Club facilities for a little while longer; June 2020 memberships will now expire on Wednesday 30th September 2020.

If you're required to renew we will send you a friendly reminder in early August.

Alternatively, if you wish to renew your membership earlier we invite you to renew at this time by one of the following methods:

Online (via our website) or in person at Reception.

I'd prefer not to hand over my membership card when making a purchase. Will I still be entitled to my members' discount?

Of course! All transactions can be as contactless as you choose. Simply show our team member your membership card and your members' discount will be applied to your purchase. In addition to this, paypass is available on all food and beverage purchases so please feel free to utilise this contactless payment option should you wish.

I have Bonus Points on my card, when will they expire?

All bonus points that are due to expire on the 30th June 2020 have been rolled over into the new financial year. As such, bonus points will now expire in June 2021.

Bonus Points may be redeemed on food, beverage, bottle shop purchases and at our PitStop Gift Card Terminal.

Has the cleaning schedule been upgraded?

Yes! During the Club's closure, the venue received a deep clean which included the sanitisation of the front and back of house areas. In addition to our already extensive daily cleaning regime, we have now added a team of dedicated cleaning staff who are solely cleaning all frequently touched surfaces every 15 minutes.

Has the entertainment and promotions schedule returned?

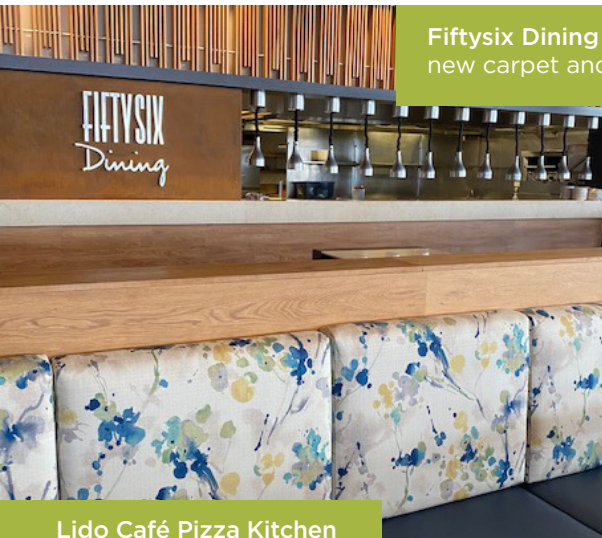
MSR Cash Climb has returned three times a week (i.e. Tuesdays, Thursdays & Sundays). We look forward to bringing back the rest of our exciting promotions schedule in the near future.

What measures has the Club implemented to satisfy the requirements of the Government and NSW Health?

The safety and well-being of our community is at the forefront of all we do and we're doing all that we can to ensure your comfort during the easing of restrictions. We're confident that we're continuing to satisfy the requirements set out by the Australian Government and Department of Health. Here's an outline of the steps we've taken for your safety.

- The frequency and level of cleaning in all areas has been upgraded including dedicated cleaning staff solely focused on cleaning frequently touched surfaces on a 15 minute cycle.
- We have recently introduced 'zones' throughout our venue to help reduce co-mingling.
- We've applied social distancing guidelines to our floor plan and have reduced the available seating across our large venue to provide you with plenty of space to spread out.
- We've introduced hand sanitiser stations throughout our venue including sanitised wipes to enable you to wipe down any surfaces before use.
- We've introduced disposable one-use menus throughout all our dining areas.
- All our cutlery, salt and pepper shakers, sauces, crockery and serviettes are no longer readily accessible by customers and must be requested via our team members.
- Our kitchen team are wearing gloves and using sanitised utensils in kitchen environments.
- We've made contactless transactions possible at all food and beverage till points.
- We're ensuring our members, guests and staff adhere to social distancing and hygiene practices.
- We've introduced additional safety signage throughout our venue to encourage fellow patrons to follow all Government advice. We're committed to keeping our doors open and that means adhering to all the Government advice and measures. We're doing our utmost to ensure that you can continue to enjoy the Club facilities.

What's New?



Fiftysix Dining has been refreshed – new furniture, new carpet and a delicious new winter menu!

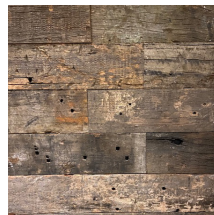
Burgers Fries Shakes

What's old is new again! We've brought back some of your favourite burger combinations in our new Burgers Fries Shakes menu. That's right, the classics are back in an 'All-Stars' range which features the most-loved burgers of menus past!



Lido Café Pizza Kitchen

Check out our new gourmet pizza range now featuring a four cheese pizza for all the cheese lovers! Our all-new Quattro Fromaggio is topped with Caboolture Mozzarella, Shaved Parmesan, House Ricotta & Gorgonzola. Yum!



Venue Refresh

We've been busy! Between painters, carpenters and carpet layers the venue has a new look. We can't wait for you to see it!



Our Outdoor Terrace

has been repainted and the seating has been re-upholstered for your comfort. Get ready for lazy evenings on the terrace.

Our **Main Bar** has also been spruced up – new flooring, new floor plan and a lick of paint for good measure.



The Shellharbour Club

shellys.com.au

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