



GYC Catering Availability

The bar service and catering offered at GYC are provided by a separate company called 'The Willo Project'. Willo runs weddings and other events from GYC premises and we get a slice of the revenue, which helps us keep our membership fees low. As part of the arrangement Willo runs the bar and catering for members. Overall the arrangement works well, but needs open communication and goodwill on both sides.

This document clarifies what members can expect, and what they need to do in order to get the best service.

Clubhouse Opening Hours

- Tuesday 6pm to 11pm
- Saturday 11am to 6pm
- Sunday 12 midday to 7pm

The closing times shown are *not* last order times – these are the times that members can expect to be asked to leave and the clubhouse locked!

During these hours, the bar will be open and food available. However, there is no requirement for this to be *hot* food - and we cannot ask that the kitchen to be open, staffed with a cook and serving a full menu during all opening hours.

Two Offerings

When we expect low numbers, food will be available that can be prepared by the bar staff. It has now been agreed that this will include at least one hot food option. This is the **Bar Menu**.

During hours of peak activity in the club house, a cook is brought in, kitchen opened and either a full menu served or a full breakfast if late morning. This is the **Full Menu**.

What food When

The Full Menu will normally be served from 1pm to 4.30 pm on Sundays and 7 to 9.30pm on Tuesdays. For the rest of the opening hours, only the Bar Menu will be served unless specific arrangements are made.

Saturday – late race finishes

If a Saturday race (or other club event) is expected to finish with people arriving at the clubhouse after 3pm but before 6pm, they can expect the Bar Menu to be available. However:

- To be sure that adequate food is prepared; the Race Officer should ask members to complete the food booking form in advance of the race and pass this to bar staff.
- The clubhouse will still need to close at 6pm, so showing up at 5.55 asking for food does not work.

It will generally *not* be possible to provide catering after 6pm on Saturday. Exceptional requests need to be discussed in advance and are at the discretion of the Willo project.

Sunday – late Race finishes or other events

If a Sunday race (or other event) finishes with people arriving at the clubhouse between 12.30 and 4.30, they can expect the *Full Menu*:

If members expect to arrive back in the club house between 4.30 and 5.30, they still can pre-order from the Full Menu but their meals will be kept warm from 4.30 onwards and members need to be aware that this may affect quality.

The alternative is to order from the *Bar Menu* for arrivals after the kitchen closes at 4.30.

In either case, the Race Officer should ask members to complete the food booking form in advance of the race and pass this to bar staff (or push through the grill onto the bar!).

Occasionally, there might be quite a large event on a Sunday that might justify the kitchen remaining open for an extra hour or two. If an organiser believes this is warranted, discuss with the Willo team.

Weekend member events in the clubhouse

Members may rent the clubhouse for private events outside of opening hours. Other members, unless invited by the event organiser, do not have the right to remain in the clubhouse during these events and will be asked to leave at the time the clubhouse would normally close.

Large Events

If an event organiser has strong reason to believe that more than thirty people will want to eat, it should usually be possible to arrange for *Full Menu* catering during opening hours and possibly outside normal hours. In either case, the event organiser should discuss with the Willo project team several weeks in advance.

Serving of alcohol to intoxicated Members

It is an offence under the Licensing Act 2003 to sell to, or obtain alcohol for a person who is inebriated on licensed premises. Willo has been reminded by GYC to comply with this law.

Importance of goodwill and ‘best effort’

GYC aims for *good* catering that is consistent with keeping membership fees affordable. We ask Willo to make a ‘best effort’ to provide the service described above – but if they are out of your favourite Pie or unable to take your order for hot food at 1 minute to six on a Saturday night, please keep a sense of proportion and *never* give the staff a hard time.

Feedback, comments and complaints to:

Richard Phillips – Rear Commodore – rear@greenwichyachtclub.co.uk

This document was approved by Council on 18th June 2022