

Dear customer...

We have studied the government's guidelines for operating a covid secure pub carefully and will be observing all the required recommendations. We shall constantly keep our plans under review and make changes/improvements where appropriate.

Scroll down below to see a full breakdown of how we plan to operate.

## **The principles that underline our reopening plans are:**

- To provide a safe and enjoyable experience for customers
- To provide a safe working environment for our staff
- To act responsibly and to do our best in trying to suppress the epidemic & reduce the risk of transmission
- To operate a commercially viable business – if we can't do this, we won't be around for very long

It is likely that some of the things we do will feel alien and perhaps even a little unwelcome; and we will probably get a few things wrong. But be aware that everything we do will be with your safety in mind and at all times we will be doing our best.

Our staff will be operating in extremely unfamiliar territory. They will have received clear instructions and will be as prepared as they can be, however they have not suddenly become experts in disease control – they will be doing their very best to provide you with great service and to make it as safe as possible.

We ask all customers to respect both the guidelines and spirit of the national effort to suppress the epidemic. Please also respect our staff and other customers - especially their personal space.

**PLEASE DO NOT TRY TO MAKE A RESERVATION FOR A PARTY UNLESS YOUR PARTY IS WHOLLY COMPLIANT WITH GOVERNMENT RULES ON SOCIAL DISTANCING.**

## **The commercial reality**

Customers making themselves at home and using the pub at their own pace was a key part of our pre-covid pub experience. For the time being, however, we're afraid that this is something we simply are unable to offer; we don't want customers to feel either rushed or uncomfortable, however the harsh reality is that we are reopening after three months of closure where income was cut to zero, yet bills have still been coming in. In order to survive and service the debt we've had to take on, we need the pubs to be able to trade profitably. Removing tables and reducing capacity will make this a challenge. During peak times, or when table space is limited, we will be prioritising tables for diners over drinkers – to put it bluntly, we can't afford to allow guests to occupy table space unless it is commercially viable for us to do so.

## Providing a safe experience for guests – inside and out

In accordance with government requirements, we have undertaken a full covid 19 risk assessment of customer and staff areas.

### General

1. The pubs will operate a one way system as much as possible with clearly marked entrance and exit points
2. Floor markings will be used to indicate spacing requirements and travel directions
3. There will be a sanitising point at the entrance and numerous hand sanitisers throughout the pub and on all tables inside.
4. We have removed numerous tables to ensure there is a minimum space of 1.2m between guests seated at tables inside
5. We have done likewise outside, however in outside spaces, the risks of transmission is reduced significantly making the problem less acute (than inside).
6. Whilst spaces between tables will set at a minimum of 1.2m between customer seating positions, other customers and staff may, pass by closer than this briefly on occasions
7. Each pub will have a nominated cleaning & sanitising monitor, whose primary role will be to constantly clean and sanitise touchpoints. Touchpoints will be cleaned a minimum of every 30 minutes.
8. We will keep doors and windows open as much as possible – increased ventilation reduces transmission risk
9. Guests will be encouraged to book tables online in advance. Walk ins may be permitted, space allowing
10. We will be asking one member of each seated party to provide name and contact details; this is already a standard established practice for indoor tables, however this will now be rolled out to external tables too. Any personal data captured will be managed on our secure GDPR compliant systems.
11. Guests can book a table for a party online up to eight people. Booking enquiries for parties larger than that will have to be arranged directly either in person, by phone or by email. You will be asked to give assurances that your party complies with social distancing rules
12. Staff will not be challenging or attempting to verify that groups are adhering to the current social distancing requirements as stipulated by the government. By making a reservation or attending the pub with friends/family, you undertake that you are adhering to the current government guidelines - we urge all customers to respect these guidelines and not jeopardise the efforts suppress infection rates.
13. For now, we will only be accepting card or contactless payments – contactless is preferable.

### Toilets

14. It is impossible to make provision for 2m distancing at all times in either the ladies or gents toilets, however, we have introduced a number of steps to mitigate the risk of close contact as much as possible...
15. Wherever possible, we will leave lobby and/or entrance doors open to provide greater awareness of other customers' presence and movements (whilst ensuring we provide sufficient customer privacy)
16. Gents urinals have been reduced to increase spacing between standing positions
17. Guest are asked to use hand towels to turn off taps after washing their hands. Additional hand sanitiser will be available for customers both inside and outside the toilet

## Service

18. All serving staff and kitchen staff will be wearing face masks.
19. Our staff will not be wearing gloves – we have reviewed the options and believe that frequent, regular handwashing is a more effective method of reducing virus transmission risks
20. There will be Perspex screens on the bar, however, we expect customer interactions at the bar to be kept to an absolute minimum
21. There will be no bar service inside – both food and drink service will be table service only inside
22. When the outside bar is in operation, customers will be allowed to place orders at the bar, respecting spacing requirements as indicated
23. Customers will not be allowed to consume food or drink unless seated
24. Food will be delivered to tables by staff using a carry cloth and delivered to the near side of the table. Plates will be warm, but not too hot so customers can pass plates to their companions as required
25. Drinks will be delivered using a tray which will be placed on the nearside of the table; guests will take/circulate their own drinks
26. We will use single use (paper disposable) menus only.
27. Cutlery will be delivered to guests on trays for them to help themselves to.
28. Chair backs and tables will be sanitised between visits.
29. We ask that customers keep "dwell time" to a minimum – if customers have finished their drink/meal, we may ask them to vacate the table to allow another customer to use it (please note, we hope to remove such conditions as soon as restrictions allow – hopefully such measures will only be needed in the short term)
30. Food will be served all day – customers are therefore encouraged to consider making bookings outside the conventional peak times.

## Behind the scenes

31. Staff will be temperature checked on arrival and sign a form to agree they are displaying no symptoms
32. Staff will be working in sections as much as possible, to avoid crossing paths with other members.
33. We have fitted highly visible signs throughout the working areas to remind staff of their responsibilities to reduce transmission risk
34. Uniforms to be washed in between shifts.
35. Increased hand washing to take place by FOH and BOH staff at all times, with sanitizers readily available.
36. We have fitted additional handwash sinks to make frequent handwashing easier
37. Tills, tablets and PDQ will not be shared between team members unless sanitized between.