

## **WHAT TO EXPECT WHEN VISITING THE PUB.**

Pubs are going to be a different experience for a while. We need to ask customers and staff to work together to keep each other safe. It's going to take a while to get used to for all of us. Please keep this in mind and bear with us while we try to keep your visits to the pub, a pleasant experience as well as a safe one. We will be regularly assessing the measures in place to see if any changes need to be made.

### **Book a table**

Customers won't be able to stand and socialise which will reduce capacity. Everyone will need to be seated when on the premises so we would advise on usually busy nights such as Friday/Saturday/Sundays to call or email ahead and reserve a table; even if it's just for drinks. Our tables will seat a maximum of 6 people inside and outside which allows room for staff to move around them at a safe distance. We'll ask you how many of you will be coming, and whether you'd like to be seated next to another particular group of customers. You may not be able to be seated together for shielding reasons but might want to be able to speak to each other from different tables. Booking ahead also means we are able to stagger arrival times.

### **At the Bar**

Customers are welcome to order, wait for drinks to be poured and pay at the bar – but drinks must be taken to your table to be consumed.

### **Children**

Children are welcome if your group is dining. They must remain seated and supervised by an adult at all times (including visiting the bathrooms). The pub's the new environment means that children playing is not permitted other than at your table. Please be aware that other customers may be anxious about coming in to close proximity with others – keep your kids safe and close to you at all times. We have high chairs available if you need them.

### **Bathrooms**

As it stands the public are asked to keep a "1 metre +" distance from others when in public places. In the pub the tables will be well spaced apart but when you visit the bathrooms this isn't actually possible. In this circumstance the government are asking that other protective measures are put in place. Therefore our bathroom practice will be "1 in, 1 out" and we'll be asking customers to observe this rule and allow others to leave the bathrooms before entering. Children must be accompanied by an adult so the '1 in 1 out' rule doesn't apply.

### **On Arrival**

Please sanitise at the front door on arrival and head to the bar which has now been surrounded by clear perspex. You'll be greeted by a member of staff and you'll be required to 'sign in' by telling them a name and contact number of everyone in your group. These records will be kept safely for 21 days and will not be used or passed on to anyone else. We'll then show you to a table if we have one available. You will see that waiting staff are wearing visors or face coverings if they are unable to keep a safe distance from others.

### **Refusing Entry**

We reserve our right to refuse entry or service to anyone. Our safety policy must be adhered to whilst on our premises. We will not tolerate any abuse of the regulations as it could result in us being heavily fined or forced to close by the local authority should we be seen to not be following the rules set out in government guidelines. Customers must leave contact details, observe the bathroom rule, keep their distance from others, sanitise hands regularly, keep children seated, and not come at all if unwell. If you are feeling unwell or showing signs of covid-19 symptoms (coughing, fever, loss of taste/smell) you should stay at home, self isolate and request to be tested.

## **Table service**

Staff have been asked to keep a 1m distance from tables when taking orders, and will be wearing visors or face coverings. They'll fetch your drinks from the bar and bring them to you. Glasses are washed at a high temperature using detergent so once cleaned are well sanitised – however we will also have plastic pint glasses available should you prefer. You will not be able to keep the same glass – every glass will be washed after every use. Staff will be hand sanitising or washing their hands after every table service. You can order and pay at the bar if you want to but please respect distancing guidelines if doing so.

## **Food**

Food is available to order – however the menu is limited. It'll be served plated with cutlery. Cutlery will be brought to you with your meal rather than already laid up on the table, and condiments/sauces are in disposable sachets.

## **Paying & Running Tabs**

To decrease the amount of contact between you and the staff we would ask that you either run a tab for your table and pay in one go when you leave, or pay with a contactless card for each transaction. You can pay with cash or card – but ideally contactless card payments are best. When you're ready to go ask for the bill and it will be brought to your table along with the card machine.

## **Cleaning**

The staff will be regularly cleaning door handles, bathroom surfaces and any other common areas. When you arrive to be seated your table will have been fully cleaned as will the seats and plastic notices. You may wish to clean your hands without visiting the bathroom so please ask if you would like sanitiser brought to your table at any point. There will be hand sanitising stations at the main entrance (also for ladies before using the bathrooms), outside the gents bathroom, on or near the bar and then at your table if requested.

## **Smoking**

Smoking is still permitted but the smoking area may be in a different place to before. Please ask staff when you arrive to show you where to go to smoke. Please do not smoke outside the pub's front door, or outside the side alley gates.

## **No Go Areas**

There will be red and white hazard tape which will stop admittance to 'no go' areas. You'll find some sinks/urinals have been taped off in the bathrooms. If you need assistance please just ask your waiting staff, remembering to stay at a safe distance.

## **When you Leave**

Once you've paid your tab your waiting staff will show you out – if the pub is busy this may be through the side alley exit so that you don't meet people coming in through the front door entrance.

## **Opening Times**

It is very likely that we will need to close at an earlier time, probably 9pm in the week and 10pm at weekends. This will keep staffing & running costs down which will help us to get through this difficult situation until the pub can open fully without as much risk.

## **Dogs**

You can still bring dogs – however they must remain on a lead and must not be in the pathway of staff whilst they manoeuvre around the tables. We would advise that initially you may find it easier not to bring them although we will not stop you!