

We have had to make substantial changes to how we operate in order to keep our staff and customers safe, and to make sure we are “Covid Secure” in line with government guidance.

Below is a summary of actions we have taken and changes we will be putting in place:

## **BOOKINGS & TABLES**

For customer safety and to meet government guidance on distancing, We have reduced our seating capacity both indoors and outdoors.

We have re-arranged our furniture to create gaps between tables in order to allow customers to meet government guidance on distancing. Where possible, we have created a 2m gap. Where this is not possible, we have put in place other mitigations to meet government guidance (for example, safety screens). We respectfully ask our customers not to re-arrange our furniture.

We are encouraging all customers to book in advance, this will help us manage the volume of guests arriving on site and will minimise queuing as much as possible. We will still accept guests that have not booked, but this will be subject to table availability. If no tables are available, we will not be able to accommodate you until a table becomes free and you will need to queue outside the venue.

Our maximum table size we can accommodate will be 6 guests from two households (including support bubble). We will expect guests to adhere to government rules on meeting up with others outside of their household and be conscious of these rules when making a booking or visiting the premises.

All tables will be given a time limit of 2 hours to ensure all customers get a fair chance to spend time with us. If you wish to stay longer than this, please let us know and we will try to accommodate you if we can.

If you are running late for your booking, please call us and let us know. If you are more than 15 minutes late without prior notification, we may give your table up for another customer to use and cannot guarantee you a replacement table.

Customers will be asked to provide the name and contact details of the “lead” of their group when making a booking or taking a table – this is to assist NHS track and trace. This information will be destroyed after 21 days.

If any guest is feeling unwell or is showing any signs/symptoms of Covid, we respectfully ask that you do not visit our premises for the safety of our staff and other guests.

## **ENTRY & EXIT**

We have temporarily re-sited our public entrance to the beer garden, which is now a fenced off area. A member of staff will control entry to the premises at all times - We will be staggering bookings as much as possible to minimise queuing for the premises.

A queuing system will be in place for entrance. A separate exit gate is installed to allow one-way flow of customers coming in and out of the premises.

Our main doors will now serve as an "exit only" for the majority of our customers, but may be used as an entrance for the indoor areas for those with accessibility needs

Upon entry, you will be seated at a table and attended to by a member of staff.

## **SERVICE & PAYMENTS**

Due to distancing guidelines and for safety of our guests and staff, we will be providing full table service throughout the premises. You will be seated on entry and a member of staff will take your order from your table.

We encourage customers to remain in their seats wherever possible, and summon a member of staff should they require assistance or to place an order.

We will not be providing service directly from the bar unless absolutely necessary to do so, and customers will be asked not to stand/wait at the bar area.

We will be unable to set up bar tabs currently, and as such all customers will be asked to make payment at the point of order with your server. We have mobile payment machines to accommodate this and prevent the need for customers to come to the tills for payment.

Whilst we can accept cash payments, we encourage all customers to make payment using contactless methods wherever possible.

Cutlery, Crockery & Condiments will not be laid out in advance on tables, and will be issued to customers as required. Where possible, we will be using "single use" items, however any re-useable items will be sanitised in between uses by customers.

We will initially be using disposable menus for customers.

## **OPENING HOURS**

We have had to make some temporary adjustments to our opening hours initially. We hope to resume normal hours as soon as we can.

Mondays; Closed

Tuesdays – Thursdays; Open 12-10pm, main food menu served 12-9pm

Friday – Saturday; Open 12-11, main food menu served 12-9pm

Sunday; Open 12-9, Sunday lunch menu served 12-3pm, main food menu served 5-7pm

## **GARDENS**

For safety purposes, we have fenced off our garden areas to allow us to control access and the number of people attending our premises.

Unfortunately, we will not be allowing customers to exit in to the woodland area towards the beach at this time, and we will be unable to allow people to “pass through” our beer gardens. Access to the gardens and premises will be limited to customers only.

For adverse weather conditions, we have placed a marquee outside for cover in our garden and will be providing garden parasols, however please understand that in the event of bad weather we may not be able to re-site customers indoors due to limited capacity and social distancing guidelines.

Our garden furniture has been spaced to meet distancing guidance, so we ask customers to please not re-arrange the furniture.

## **CUSTOMER CONDUCT**

We will expect guests be conscious of social distancing rules and government guidance.

If any guest is feeling unwell or is showing any signs/symptoms of Covid, we respectfully ask that you do not visit our premises for the safety of our staff and other guests.

Families with children are still welcome in our premises, but we respectfully ask parents to ensure that children remain seated and supervised at all times for their own safety, and for that of our staff and other guests.

Our staff will be on hand to supervise our service areas, and to ensure that guidance and rules are being followed. We ask our customers to please respect and follow instructions of our staff members.

Where we believe that a guests conduct or behaviour is putting other customers or staff at risk, or jeopardising operations or the operating conditions of our business, we may refuse entry or service, and the customers will be asked to leave the premises.

## **TOILETS, CLEANING & OTHER SAFETY POINTS**

We have undertaken a Covid Secure risk Assessment in line with government guidance.

A member of our team will be assigned on every shift to ensure our safety processes are being followed and staff and customers are adhering to social distancing and other rules, policies and guidance. If you have any concerns, please ask to speak to a member of our team.

If any guest is feeling unwell or is showing any signs/symptoms of Covid, we respectfully ask that you do not visit our premises for the safety of our staff and other guests. Staff are also under strict instructions not to attend the premises should they be feeling unwell.

We have implemented a limited access policy on our toilets; this is to allow guests to maintain social distancing where possible. Markers in the premises will denote where customer can queue should the toilets be occupied – however if the queue becomes large staff may implement additional safety measures such as limiting queue sizes.

Our toilets will be checked and sanitised regularly throughout the day. Toilets may be cleaned by male or female operatives throughout the day, and we expect customers to provide priority access to staff to allow them to carry out sanitising duties.

Tables & Chairs, and any re-usable condiments, table items and card payment machines will also be sanitised after use.

Clean glassware and crockery will be provided for every order, and staff will collect empty glassware and used crockery from tables. Under no circumstance will we re-fill used dirty glassware (even on customer request)

We have increased our cleaning schedules to ensure our environment is always kept as clean any hygienic as possible. We will be regularly cleaning & sanitising throughout the day, paying special attention to “high contact” points across the premises.

We have installed signage throughout the premises encouraging customers to keep safe distances and to maintain hygiene standards, alongside other rules for using the premises.

We have installed multiple hand sanitiser points around the premises, including entry and exits, and encourage all staff and customers to use these on entering the premises and as required.

We have a policy/process in place for staff hygiene and hand-washing/sanitising, and staff members are aware of social distancing guidance in the workplace. Some staff may also be wearing face masks/covering and have been given training on how to keep these clean and sanitary.