

CORONAVIRUS GUIDELINES - PUB & RESTAURANT

Everything you need to know to have a safe and hopefully enjoyable visit during the current Covid-19 Pandemic.

The risks associated with Covid-19 have led to some adjustments in how we operate in order to prioritise both your safety, the safety of our employees and meet Government guidelines. We hope that the information below will help answer any queries or concerns you may have about visiting us.

OPENING TIMES

Monday to Thursday - 12noon to 10.30pm

Friday - 12noon to 11pm

Saturday - 9.30am to 11pm

Sunday - 9.30am to 9.30pm

Bank Holidays - 9.30am to 10.30pm

FOOD SERVICE TIMES

Mon to Friday - 12noon to 2.30pm & 5pm to 8.30pm

Saturday - 9.30am to 2.30pm & 5pm to 8.30pm

Sunday - 9.30am to 8.30pm

Bank Holidays - 9.30am to 8.30pm

TAKEAWAY TIMES

Takeaways can be collected at any time during our food service hours and ordered at any time during our opening times. Please note however that we may not always be able to accommodate your collection time request if the restaurant is busy. An alternative time will be offered.

Customers collecting takeaways will be asked to remain in their car until their food is ready. The food will then be brought out to you at which point please exit your car and collect your food from the server. The server will be wearing a face mask. If a customer also wishes to wear a face covering we will not be offended.

If you wish to join us for a drink and then order food to takeaway you will need to book a table in our bar area and order your takeaway when you are seated.

RESTAURANT & BAR BOOKING

A booking is required when dining with us.

No booking is required if you wish to call in for a drink, however we do suggest that you give us a quick call five to ten minutes prior to arrival to check we have a table available for you.

All food and drinks orders will be taken at your table. Customers are asked not to approach the bar.

For restaurant bookings you will be asked to provide your name, telephone number, and the number of guests in your party. In line with Government guidelines this information will be retained for 21 days. You will also be asked whether you wish to sit inside or outside.

Please note that if you choose to book outside we may not be able to move you inside if the weather deteriorates - we will do our utmost to assist but a table inside cannot be guaranteed.

Tables in our beer garden have been set at 1.8 metres apart. Tables on the terrace will be allocated to diners whilst other tables will be allocated to drinkers. The small round tables will also be allocated to drinking customers. **Please note that there is NO SMOKING in the garden.**

GROUP SIZES

The Government guidelines are:

Groups of up to 2 households may meet inside.

Groups of up to 2 households may meet outside.

6 individuals from different households may meet outside.

CAR PARKING

There are two numbered bays at the front of the building that have been allocated for takeaway collection only. An accessibility car parking space is also available at the front of the building.

ARRIVAL

Customers will be allocated an arrival time based on their required booking time, please arrive at your allocated time. Please note that if you arrive early your table may not be ready and we may not be able to seat you immediately.

If you arrive early and your table is available we will seat you and take a drinks order. During busy periods you may be required to wait until your original booking time to place your food order so that the kitchen can maintain social distancing and a steady food service.

Please access the pub through the main front entrance and wait to be seated. All customers will be greeted on arrival, asked to sanitise their hands and then immediately shown to their seats.

Whilst we appreciate it might be tempting to stop and talk to other customers you may know, unfortunately we need to discourage this due to Government guidelines on social distancing and households grouping together. We are grateful for your understanding.

FACE COVERINGS/MASKS

Customers are asked to wear a face covering or mask on arrival and whenever they are moving through the public areas of the pub/restaurant. The face covering or mask can be removed when you are seated.

This is one of the most effective and practical ways to ensure everybody's safety and is a government requirement when visiting hotels.

Our staff will be required to wear a face covering at all times whilst working in the restaurant, bar and guest bedrooms.

Children under 11, those physically unable to wear a mask and people with breathing difficulties will be exempt as per Government guidelines. **If the exemption guidelines apply to you please let us know at the time of booking.**

HAND SANITIZER

Please use the hand sanitizer provided when entering the pub. There are 4 hand sanitising stations for customer use located throughout the premises.

- on entering the pub from the main entrance
- by the coat hooks near the rear exit
- outside the accessibility toilet
- in the resident entrance lobby

OTHER MEASURES FOR YOUR SAFETY

We have reduced the number of tables and chairs available and spaced the remaining tables and chairs further apart to meet Government guidelines. **We respectfully ask that customers do not move any of the furniture especially in the garden.**

Frequent cleaning and sanitising of contact points and customer toilets will take place during our opening hours.

Additional staff training and daily reminders to staff will be made to ensure serving of drinks is done by holding the base or stem of all glassware and that hands are washed and sanitised regularly. Temperature checks of staff are taken at the start and end of every shift.

ORDERING

All food and drinks orders will be taken at your table. In line with Government guidance customers will not be permitted to sit, stand or order at the bar.

Each table will be provided with a laminated food and drinks menu and all our menus will also be available on our website for you to preview or view on a smart phone whilst you are with us.

PAYMENT

A tab will be set up for you and we will be taking contactless payments either via phone or card or by chip and pin. We would prefer NOT to take cash payments. Your bill will be brought to your table at the end of your visit along with the card machine. Please pay immediately upon receipt of your bill to minimise staff visits to your table. The card machine will be sanitised after each use.

FOOD & DRINK SERVICE

Cutlery will be brought out to your table on a plate for customers to set themselves. This is to reduce the risk of contamination. Condiment requests will be taken with your order and provided with your cutlery. They will be provided in single serve sachets.

Drinks will be placed at the end of each table. Food will be placed in front of each guest.

If you are just enjoying drinks in the pub / beer garden and need replenishment please do not hesitate to give us a friendly wave to indicate that you would like to order. Please bear with us if it is busy.

TOILET FACILITIES

We have fitted locks to the main corridor doors of our toilets in order to facilitate a one-in one-out process and maintain social distancing. Only one customer should use the facilities at a time unless accompanying a child or acting as a carer.

CHILDREN

Children must REMAIN SEATED AT ALL TIMES unless visiting the toilet facilities. Children under 12 years of age must be accompanied by a parent when visiting the toilet facilities.

CLEANING & CONTACT POINTS

Door entrances and contact points will be sanitised on an hourly basis. Toilets will be checked on a regular basis and sanitised frequently. A cleaning schedule will be located in the corridor.

All tables and chairs will be cleaned and sanitised using a virucidal cleaner after each use.

AND FINALLY

We appreciate that the guidelines are quite arduous and not what customers are used to when visiting a pub/restaurant/inn. We are adapting to big changes - just as you are.

Every day we will be learning more and more about how best to operate the pub, restaurant and guest bedrooms during this pandemic to ensure customers have an enjoyable visit whilst keeping customers and staff safe. Please be patient with us as we learn.

We look forward to seeing you very soon. 😊