



## How to 'Pub' Safely in a Post-Lockdown World

### *A guide for customers*

We kindly ask that customers read and comply with the following points to ensure the safety of all staff and customers:

#### **Before arrival:**

- Please do not come to the pub if you have any symptoms of Covid-19, are in self-isolation, living with someone who has symptoms or have been contacted by the government Test and Trace system advising you to self-isolate.
- All tables in the pub (restaurant & garden) will be bookable online or via phone. **We strongly advise you to book your table in advance – this can be done through our website or the ResDiary app, showing live availability.**
- Our maximum booking size is 10 people **from a maximum of two households**, whether inside or outside. We reserve the right to request proof of address in order for us to comply with Government guidelines. Tables of up to 6 from multiple households can book in the garden only.

#### **Arriving at the pub and general rules:**

- Upon arrival at the pub, please make your way to the front entrance porch. Please give way to customers leaving the pub. If a queue forms whilst we are seating people, please keep to one side along the front of the building, maintain at least a 2-metre distance between groups and wait to be called through to be seated. If your table is booked in the garden, please proceed straight to the garden and wait to be seated out there.
- If you do not have a table booked, please try booking online via our website before entering the building, alternatively, please ask just **one member** of your party to enter and enquire about a table.
- Please use hand sanitiser upon entering the premises, as often as you need throughout the premises and wash your hands thoroughly after using the toilet.
- Please remain a minimum of 1 metre apart from people not in your group and please respect social distancing with our staff. Unfortunately, we can't allow people to "mingle" across different tables or indeed hover at other people's tables. **You should remain at your table at all times**, unless going to the toilet or out for a cigarette.

- All areas will be table-service only – no customers will be permitted to order at the bar. Please be patient with the staff as they do their best to serve you as quickly as possible.
- Our menus are viewable on our websites in PDF format. We will also offer paper disposable copies of our menu.
- External doors and windows will be kept open as much as possible to maintain ventilation throughout the building.
- Do not move the furniture – tables and chairs have been rearranged to comply with government guidelines – you moving it puts our staff and other customers at risk and will not be tolerated.
- Children – we are a family business, running family pubs, so we will still permit children when accompanied by an adult. However, children should always remain seated with your group and should be accompanied to the toilet by an adult where appropriate.

### **Toilets:**

- The number of toilets will be limited, with access to the disabled toilet only for customers. This will enable us to maintain the highest possible cleanliness, offer a ‘one in, one out’ system and keep separate toilets for staff. We encourage you to wash your hands thoroughly afterwards. Queue to one side, maintaining social distancing by following floor markers. If the queue is too large to maintain social distancing, we would encourage you to return to your seat and try later.

### **Garden areas and smoking:**

- We’re a small team here at The Bell, so we will only open bookings for our garden if the weather is guaranteed and on days when we are sure of having enough staff to provide you the excellent service you’re used to - if this is possible we’ll let you know on social media that you can book. Please be aware that if your booking is for the garden, then this is for a table in the garden only, access to tables in the pub will not be permitted – so feel free to bring coats, umbrellas etc just in case – plan as though you were going to an outside (seated!) concert, perhaps.
- Smoking. Smoking is only permitted at the front of the pub, away from the entrance to the building.

### **Payment:**

- For the time being, we will only be able to accept payments by card (AMEX, Mastercard & VISA). All tables will be given one bill at the end of their visit. This bill can be split between different cards for different amounts, but we cannot process different “rounds” with payments throughout your visit.

### **Leaving:**

- Customers leaving the pub are asked to do so through the front door only. Customers waiting to enter should prioritise letting customers leave first.

### **B&B Guests:**

- Please enter through the front door. Check-in will be from 5pm and will be contactless, with payment taken by card only, you will be given a sanitised key in a zip lock bag and directed to your room.
- Please sanitise hands before going upstairs to your room.
- Throws, cushions, and Guest Information packs have been removed.
- TV remotes will be sanitised between bookings and placed in a sealed zip lock bag.
- When checking in you will be offered a zip lock bag with single-use tea/coffee/UHT milk.
- A continental breakfast will be left outside your room by your requested time.

**Non-compliance with the above guidelines, or abusive behaviour towards staff could result in you and your group being asked to leave the premises.**

We understand that there is a lot of information here, but it will help customers and staff alike to have a point of reference as we all get used to the 'new normal'.

Thank you for your continued support at what has been a challenging time for everyone.