

This iteration: 23 September 2020

Objective: Ensuring both workers and clients who feel unwell stay at home and do not attend the venue.

Actions: All staff will be instructed not to come into work in the event of feeling unwell. This will be communicated to all staff before they return to work and reminders regularly given.

For customers, clear signage will be displayed at the front of the venue, and customers who book will be reminded with a message when they do so.

Objective: To minimise the risk of transmission and protect the health of customers and visitors in restaurants, complying with social distancing guidelines

Actions: There will be reduced capacity throughout the venue. Tables and chairs to be set out in such a way as to comply with the 2 metre guidance, with appropriate mitigation (screens, configuration and hand sanitiser) where this is not possible. The function room upstairs will be re-purposed away from events to serve as an additional seating area.

There will be no queuing at all indoors and, if it is needed at all (for example customers picking up takeaway or waiting to be seated), this will take place outside with appropriate spacing enforced.

The front of the venue (near entrance and next to fireplace) will have a table removed and space created designated as a takeaway pick-up point and check-in area. It will also serve to prevent congestion at the entrance by allowing customers to stand back.

Customers will be reminded of the restrictions on with whom they can share a table at the point of booking and with clear signage at the entrance.

Guests will be discouraged from moving around the venue unless essential.

In line with additional requirements imposed on hospitality businesses on 22 September, customers and staff will be required to wear masks when moving around the venue. This will be communicated clearly to customers at the front entrance. Anyone not wearing a mask will be reminded of their obligation, and provided with one if they do not have one. Refusal to wear a mask will mean refusal of service.

Objective: To manage interactions at the venue resulting from service of food and drink.

Actions: Other than takeaway purchases, customers in the venue will order through an ordering app in order to minimise staff contact. Cutlery and condiments will only be presented when food is served, with the latter served in small condiment dishes (i.e. no bottles). Salt and pepper grinders will be sanitised after use by each customer. Cash will not be accepted. Customers will not be permitted to order from the bar. At least one door or window of the venue will remain open to encourage ventilation, and where possible there will be a through-flow of fresh air from the front to the back of the venue.

Only one person at a time will be permitted to be in the designated pick-up/check-in point at the front of the venue. Takeaway orders will be placed on a designated table when ready for collection. Takeaway customers or delivery drivers will be asked to remain outside where possible.

Table service will operate throughout the venue, including outside areas. Only staff will collect empty glasses and used plates, and will do so only intermittently so as to ensure thorough handwashing can take place each time. The disabled toilet door will remain open and be designated purely as a handwashing point for staff and customers, unless required.

Objective: To ensure that toilets are kept open and to ensure/promote good hygiene, social distancing, and cleanliness in toilet facilities.

Actions: Hand sanitiser dispensers will be fixed throughout the venue, including at all potential customer 'touch points' (entrance doors and toilet doors) with clear signage. Washroom facilities will have signage reminding customers to wash and sanitise hands regularly.

Staff will be reminded to wash hands regularly and thoroughly, especially after handling anything that has been in contact with customers such as used glasses and plates.

After each group of customers occupying a table have left, tables and chairs will be sanitised thoroughly, as well as any condiments that have been used. Door handles and any other potential touch points will also be cleaned regularly.

Toilets will be limited to one person at a time (locks fitted to outside door). Customers will be encouraged not to queue (facilities on each floor are visible from throughout). Toilets will be checked and regularly for cleanliness.

Objective: To make sure people understand what they need to do to maintain safety.

Actions: A code of conduct will be drawn up as to expectations of customer behaviour, which will be displayed prominently within the venue and when bookings are made online.

Objective: Ensuring workers maintain social distancing guidelines.

Actions: All staff will have specific areas where possible (e.g. one person behind bar, one person on floor, one person in kitchen). Where two kitchen staff are needed, one will work in the back of the kitchen on food preparation and the other will work at the front on plating up/washing dishes etc.

John Stapleton

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