



COVID-19 Secure

1. Table sizes are controlled and have maximum numbers as follows: **Members of same family or two families inside or outside, tables of up to 6.** For parties from any number of families outside only, tables of up to 6.
2. **Table service both inside and out** to prevent bar queues and customer contact. Phone Apps to facilitate orders where possible.
3. Customers encouraged to remain in seats if they wish to ask for something, and to **signal to a member of staff** instead.
4. **One-way system** in and out of venue.
5. All tables are **2 meters apart except both bar terraces where risk mitigation is in place** with trellis screening.
6. Customer Queuing will be minimised by operating **table service only**.

7. Venue is split into 2 separate areas where customers can't mix. **Total capacity is 50**, 30 in rear garden and 20 in bar and terrace. Wet weather capacity is reduced by 12 as front terrace is not covered.
8. **All payments to be via card, no cash**, apple pay etc is encouraged, contactless when possible and if cards must be inserted for chip and pin machines will be sanitised between customers.
9. **Cutlery is given out upon table ordering.**
10. **All "sauces and condiments" are dish specific** and are cleared along with all plates and cutlery.
11. Whenever possible inside, **fans and bifold doors will be on and open for airflow** and the roof retracted in the garden.
12. **Takeaway Collection point to be clearly marked.**
13. Only the designated member of staff behind the bar will be responsible for bringing food collection items to the area where they are to be collected from, so as **to limit the contact between kitchen and front of house staff.**
14. Where possible facilitating **collection times to not coincide with the arrival of in house guests.**
15. **Toilets to be cleaned as frequently as possible.**
16. **Hand Sanitiser and Wipes** to be installed in each of the cubicles, to prevent the use of door handles with unclean hands. These are to be disposed of in the bin next to the sinks to prevent blocking of toilets.

17. Back of Toilet Door **posters to encourage handwashing technique, avoid touching face, covering your cough, dispose of tissues safely.**
18. **One in, One out Toilet policy**, urinals are closed, 3 cubicles, 1 gents, 2 ladies are open.
19. Toilet **cleaning check sheet in each cubicle** to track time of last hygiene clean.
20. **Cleaning of toilet** area/all hard surfaces with fully disposable materials/paper roll **every 30 minutes.**
21. Clearing tables to be conducted upon the exit of that tables' guests from premises, **limiting interaction and breaking of distance guidelines.**
22. Customers do not bring own glasses to bar or come up to order drinks. **Only staff collect empty glasses.** Under no circumstances do we refill glasses.
23. **Table 1 section will function as a waiting area**, with a floor marking asking them to wait until they can be seen by member of staff and shown to their seat.
24. Signs around the venue encouraging distance, identifying hand washing points, hygiene best practice and highlighting the **one way system being implemented in the venue**
25. In order to avoid bottlenecks and infringement of social distance guidelines **staggered arrival times for guests** will be agreed with them at the booking stage.
26. A total of **10 hand sanitizing stations to be placed around the venue** in line with encouragement of hygiene best practice.

27. During the booking phase and in the email confirmation, **clear guidance on decorum within the venue shall be stated. Non adherence to rules shall also be identified at this stage as resulting in service not being provided** and guests could risk a local ban.
28. **Visual guidance i.e. signs, are clear and easily legible.** For those with hearing impairments staff will take extra care to ensure they understand the guidelines laid out in this risk assessment.
29. **Staff will wash hands after every activity**, e.g. after every card payment, table clearing, food delivery etc.
30. **Side to side or back to back working** always implemented within the kitchen.
31. **Uniforms to be washed** regularly.
32. **Use of radios to create less movement**, and communicate around the venue more effectively.
33. **Staff assigned to specific areas** where possible to avoid crossover.
34. Kitchen is segregated into two distinct areas, one food preparation one food service. Face shields worn at all times, with a **maximum of 2 kitchen staff in the kitchen at any one time.**
35. **Music kept at a suitable level to allow conversation** that doesn't require people to shout to converse.
36. **Staggered break times** to reduce pressure on communal areas.
37. **Doors kept open where appropriate** to minimise touchpoints.
38. **Cleaning of all surfaces between each customer use**, including tables, card machines, & trays.

39. All guests will be required to **provide name and address details** at the time of booking.