

## **The Shoe Inn - Guidance for Guests dining and drinking to keep safe during Covid-19.**

### **GUIDANCE SUBJECT TO FURTHER TIER RESTRICTIONS**

A copy of this guidance is also available on our website under the "DINING" tab. (Guidance for our staff working procedures can be issued for your information upon request).

Everything we do will be reviewed on a weekly basis so we can make improvements or changes where necessary.

Our guidance is for both your safety and the safety of our staff. Failure to observe safety measures will result in service not being provided.

1. Please DO NOT visit us if you feel un-well or experience any symptoms of Covid-19.
2. PPE- Face coverings will now have to be worn by all staff. Guests will also be required to wear a face covering when in the building unless they are sat at their table for food and drink.
3. SOCIAL DISTANCING & HYGEINE- We will be following the Government's 1M+ guidance and our tables, chairs and garden areas have been arranged to allow for this. Please do not move your tables and chairs around, they have been placed to assure maximum safety. Please be aware of limits on gatherings (Indoors a limit of any two households, Outdoors a limit of any two households or a group of 6 at maximum from any number of households).

We have provided hand sanitiser at different points throughout the building. Please use them when passing these points.

Our toilets will now be cleaned every hour, you may be asked to wait whilst we finish cleaning before you use them.

4. ENTRANCE & EXIT- Unfortunately, being on the busy main road means we are unable to safely provide a one way system or wedge our porch door open. When using the door handle on entry and exit please use the hand sanitiser provided at our new cleaning station.
5. GUEST REGISTRATION- In order for us to help the Test and Trace team when necessary we will be asking guests to provide their contact details on the day of their visit. This data will be held for 21 days and then disposed of safely.

Regular patrons will be asked to fill out a registration card once and then we will note the days of your visits.

6. TABLE SERVICE- We will be offering table service to everyone seated inside whether they are just drinking or having a meal. (Sorry, our popular bar stools have been removed). As a small venue we would recommend that bookings are made even if you are just visiting for drinks to ensure that we are able to accommodate you. Where possible we will accept people without reservations but at busy times please be aware that you may be turned away without a reservation.

At this time we will only be taking bookings for up to 6 people.

Once disinfected after use tables will be marked with either a "RESERVED" or "READY" sign. Please do not sit at a table that does not have either of these signs as it means we have not yet had a chance to clean it after the previous guests. Cutlery will only be brought to you after ordering and condiments will only be provided on request.

For now we have removed the cushions from our chairs. This is to enable us to efficiently disinfect the chairs after each use.

Where we have previously appreciated guests that return their glasses, at this time please leave empty glasses on your table and staff will collect them as they work.

7. PAYMENT- Our card machine will be brought to your table so there is no need to come to the bar to make payment. We are encouraging guests to pay contactlessly where possible. If guests do need to enter their pin number we have anti-bacterial wipes to clean the machine before and after use.

When it is not possible for guests to remain at tables or for cash payments we will ask you to come to the designated payment area marked in the bar area.

8. TAKEAWAY- For guests that are not quite ready to return to visiting the pub we will still be offering a takeaway menu. A copy can be found on our website. Orders will need to be with us by 3pm so that we can co-ordinate with our evening diners. We will no longer be able to offer a delivery service. Payment will now be taken over the phone at the time of ordering. If your meal is not ready to be given to you when you arrive, you will be asked to wait in your car and we will bring it out to you. This will help us reduce the number of people in the bar area at the same time.