



Our Covid-19 Guidelines and Advice for Customers

This document outlines the steps we are taking to safely open and operate within the governments Covid-19 guidance for pubs and restaurants.

The measures that we will put in place and enforce are for the protection of the staff and customers' health and wellbeing during the Covid-19 pandemic. Due to these new measures the way we operate and your customer experience will be different to what we all have experienced before this pandemic. We appreciate your cooperation and patience during these unfamiliar times and we look forward to welcoming old and new faces back into The Waggon.

Social Distance and Customer Capacity

Due to the nature and size of the building inside our tables are measured at a distance of 1metre+ and where possible they are situated so customers at different tables are back to back, where this cannot be implemented they are side to side. Due to the 1metre+ social distance inside we are only allowing **a maximum of 4 people at one table** (restricted to members of any two households or support bubble). At this distance and our table size limit the **Bar Area** has a capacity of **14 customers only**. Customers are NOT permitted to stand or sit at the bar and must be seated at a table. The **Restaurant** has a capacity of **26 customers only**.

If we have reached capacity inside, then you will be asked to sit outside.

Due to the restricted capacity inside we did erect a 6mx12m marquee in the garden to provide covered seating, however the weather conspired against us and this currently is not an option.

Our outside seating will be set at a 1 metre+ social distance and will be 7 tables in total, 3 of these tables will seat 6 customers, giving a **capacity of 34 seated** customers. Customers are reminded that outside gatherings are limited to members of any two households or support bubbles or a group of 6 people maximum from any number of households.

DO NOT move tables as they are set at the appropriate social distance.

If you are seated outside, please ensure you are wearing appropriate clothing and bring along blankets and umbrellas for adverse weather conditions as we will be unable to move you inside if our indoor capacity has been met.

Entering and Exiting the building and Queue Management

Signage and A boards will be in place to signify which entrance customers should use.

The door located at the side of the pub on East End will NOT be in use and only used for a Fire Exit, this is to reduce the flow of customers passing through the restaurant.

Bar customers' must enter and exit via the main bar door entrance. Due to the narrowness of this entrance we ask that customers are mindful of other customers and staff exiting the building and maintain social distancing. When you enter the building we ask that you sanitise your hands using the hand sanitiser pump that will be located in the entrance.

Customers that have a table booked in the restaurant must enter and exit via the restaurant door. As this entrance is also located where the toilet entrances are, customers are advised to maintain social distance where possible. When you enter the building we ask that you sanitise your hands using the hand sanitiser pump located in the entrance.

Customers using the toilets are encouraged to operate one in one out unless they require assistance or supervision.

If queuing becomes unavoidable customers are encouraged to queue outside if possible whilst maintaining social distancing. As we are only allowing one customer at the bar at a time, during busier periods a queue may form, in this instance the member of staff behind the bar will ask you to wait at an appropriate social distance inside or outside until the customer at the bar has been served and then will direct you to come to the bar.

Ordering guidelines for Drinkers

For drinkers seated inside and outside we are operating ordering at the bar. We will have one ordering point located in the centre of the bar that will be signified by signage and yellow warning tape. **Only one customer** is permitted at this ordering point and is for drink ordering only. Payment should be contactless, if not possible then cash will be accepted and exact change will be preferred. Once you have your drinks then you should move away from the bar promptly. Hand sanitiser will be located at this point. We are encouraging single use of a glass to reduce contact time.

We are aware that this procedure may cause slower service but is a safer way for our staff and customers and appreciate your patience especially when we first reopen and these operating procedures are new to all.

Restaurant Customer Guidance

We strongly recommend that restaurant tables be booked in advance as we cannot guarantee that we will have free tables due to a restricted capacity and no food will be served in the bar area.

Bookings will only be accepted over the phone by calling 01778 343200, this gives us strict control over customer numbers, this also enables us to explain our guidance on expected customer behaviours, social distancing and hygiene and to answer any questions you may have.

The restaurant will be full table service and we ask that you remain at your table where possible and if you do need to move around that you keep within social distancing guidelines. Please DO NOT come up to the bar or enter the front bar area and not to approach the waiting staff at their stations.

A staff member will direct you to your table where disposable paper menus will already be placed, we are serving a reduced menu during this time for the safety of our kitchen team. The waiting staff will take your drinks order and food order at the same time and we prefer all courses to be ordered to reduce the number of visits they make to your table. Your drinks will be served on a tray that will be placed on your table where you are to remove the drinks yourselves. Cutlery will be given wrapped in a disposable paper napkin on a tray and condiments will be disposable sachets. Your bill will be brought to your table and the card reader will be brought to you, payment should be contactless, if this is not possible then cash is accepted and exact money is preferred. In the event of a signal failure with the card reader then one customer can come up to the bar to complete payment and yourself and the staff member will keep an appropriate social distance where possible.

Outdoor Customer Guidance

There is no requirement to book a table if you wish to be seated outside, we would recommend reserving a table if you want a group of 6 people maximum to order food (limited to members of any two households or support bubbles or a group of 6 people maximum from any number of households). If you want to order food please notify the member of staff behind the bar when ordering your drinks and disposable paper menus will be provided, waiting staff will then come and take your order. Cutlery will be given wrapped in a disposable paper napkin on a tray and condiments will be disposable sachets. ***Please note that during busy periods we may refuse food service outside.*** For drink ordering guidelines please see above.

Social distancing guidelines MUST be adhered to whilst seated outside and we ask that you DO NOT move tables.

Please ensure you are wearing appropriate clothing and bring along blankets and umbrellas for adverse weather conditions as we will be unable to move you inside if our indoor capacity has been met.

Hygiene and Cleanliness

We always pride ourselves on having high standards of hygiene and having a clean environment for customers to be in. We consistently achieve a 5-star rating from Environmental Health and we aim to uphold these high standards and increase the number of steps we take to ensure our pub is Covid-19 secure as possible.

We have deep cleaned and sanitised all areas; kitchen, cellar, toilets, behind the bar, bar area, chairs, tables, doors, entrance ways and restaurant.

Frequently used touch points, such as doors, card reader etc. will be cleaned and sanitised at regular times during the day and the toilets will be inspected and cleaned more frequently.

In the toilets we have paper towels and hand driers and we encourage customers to follow the guidance on hand washing.

Hand sanitiser will be provided at both entrances, at the bar ordering point and in the restaurant. All customers should sanitise their hands upon entering the building and wash or sanitise at frequent times particularly if they have been in contact with items that others touch, i.e. card reader, plates, glassware. Our staff will have access to hand sanitiser at all times.

Our staff will be provided with face coverings and gloves if they would prefer to wear them. Please respect their decision if they choose to wear these items for their own safety.

When handling drink glassware where possible the staff will handle it towards the bottom half and customers are encouraged to use the top half of the glass where possible.

Tables and chairs will be cleaned and sanitised after use and customers awaiting a table should be patient whilst this is carried out.

Due to the increase in cleaning and sanitising procedures our closing times in the evening will be altered to allow the pub to be cleaned and sanitised after the day's service.

Tuesday to Thursday and Sunday Evenings close at 10.30

Friday and Saturday close at 11

All customers will have to be out of the building by these times.

These added measures may mean that service could take longer than usual and we appreciate your patience and cooperation with this.

Test and Trace

To assist the NHS Test and Trace service we will be keeping a temporary record of our customer and visitors for 21 days. When you visit us you will be given a card to fill in with the name and contact details of every member of your group and the date of your visit. Details can also be provided over the phone when booking. GDPR will be adhered to.

Miscellaneous

Children are welcome but parents/carers must ensure they are seated at ALL TIMES and are fully supervised. They should not wonder around the building, garden or car park and should not come and go from the premises.

Smokers are encouraged to stand in the garden using social distance guidelines being mindful of other customers and to NOT stand under the porch canopy which will be used for queuing.

Dogs will NOT be permitted inside, but can be in the garden on a lead and under control.

Customers should be prepared to remove face coverings safely if asked to do so for the purpose of identification and age verification.

We will display posters with a summary of our guidance. If required staff will remind customers to follow social distancing and clean their hands regularly.

Customers should observe our safety measures, failure to do so will result in you being asked to leave the premises.

Many thanks

Richard and Deborah Moore and The Team