

The Woolpack Inn Guidelines for Customers.

We are committed to providing our valued customers with a COVID-secure environment that follows the guidelines from the UK Government. Please read and adhere to the following during your time with us so that we can all keep safe. Thank you for your co-operation and your continued support of The Woolpack Inn. Please bear with us at these difficult times: we are working hard to accommodate our customers while keeping our staff safe.

Our **COVID-19 Secure Poster** has been displayed in the Downstairs Bar Area and can also be found on our website **www.thewoolpackinnislip.co.uk**.

Please note that The Stables has now been turned into a restaurant for the immediate future. All functions and private dining's in this room are by agreement with our Operations Manager.

Please note that the Fruit Machine has been removed from the Downstairs Bar Area until further notice.

Please be advised that we will not be showing LIVE Sport on the TV and the music in the downstairs bar will not be played loudly.

A **one-way system** will be in operation at The Woolpack Inn: please enter the site through the main entrance on the front patio (*entrance only*) and please exit the site through the side door in the snug bar (*exit only*). For those customers who are dining in the restaurant please exit through the top door leading to the rooms (*exit only*) and for those customers who are dining in The Stables please exit through the side door in the snug bar (*exit only*).

All toilets will be in operation using the one in, one out system. Please maintain social distancing while waiting to use the toilets inside the building and please follow the signage. For those customers seated on the front patio, please use the upstairs toilets, and please use the exit door at the top of the stairs (*opposite the baby change*) to return to the front patio. For those customers seated in The Stables, please use the toilets outside the Stables.

We are first and foremost a Family Pub: children are very welcome however we must ask that they are accompanied by an adult at all times and should follow social distancing guidelines where possible.

For those customers who use a vape, they are not permitted inside the building and can only be used outside.

Guidelines for Diners and Room Residents:

Please follow the rules set out by the UK Government regarding the mixing of households both inside and outside. **With effect from Monday 14th September 2020, the maximum number of people allowed on a table, both inside and outside, is 6 people.** Please avoid raising your voices, shouting, singing, dancing and approaching other people's tables.

Please follow the signage and one-way system throughout your time with us: this is to ensure that your visit is an enjoyable and safe experience.

Our staff will greet you warmly on arrival and show you to your table however it will be without any handshakes or physical contact (***hugs and kisses***).

Please do not go to the bar: table service will be provided to you throughout your time with us. Your server dressed in the appropriate PPE will introduce themselves to you when they bring your menus over and they will take care of you throughout your time with us. Please do not be alarmed by the empty tables: your server will bring everything over to you that you require during your time with us including napkins, cutlery, sauces etc.

All tables must be pre-booked for food: no walk ins are available for food and if you are running over 10 minutes late for your table, we will ask that you re-book your table for a future date.

On arrival, please wait to be seated by a member of our Front of House Team.

Once you have been seated at your table, your server will come over to the table, introduce themselves, bring your food menus, and take a drinks order from you. When your drinks come over to the table, at the same time, your server will also take your food order and any requirements for sauces to accompany your food. Your envelope of cutlery containing a napkin will be issued to you using silver tongs for your courses (*soup spoons will be placed on your soup bowl*). Your food will be served to you using white disposable napkins to carry the plate and will be disposed of after every plate served. Your server will also provide table service for further drinks, desserts, coffee and the payment of your bill at the end of your dining experience. We are working to limit the amount of contact that your server has with your table for safety therefore your menus will be left on your table throughout your dining experience.

Where possible we would ask that food and/or drinks are paid for in full at the time of placing your order.

All room residents will not be able to access the rooms via the upstairs restaurant door: you will be required to access the rooms via the outside route only. Breakfasts

will continue to be served in the upstairs restaurant each morning maintaining social distancing.

Where possible and weather permitting, all windows and doors will be open to increase the flow of external air into the building.

Please be advised that we are required to keep a temporary record for 21 days of all customers and visitors to the site: this is to assist the NHS Test and Trace and potential local outbreaks of COVID-19. For room residents, this information will be stored in Eviivo, our booking platform and for customers who join us for food and/or drinks, this information will be stored in Quandoo, our on-line reservation diary. We also have a QR Code that is displayed throughout the building – you can sign yourself into the site too. All systems meet the requirements of GDPR.

Please can we ask our customers to do the following:

Please contact us and re-arrange your reservation if you are feeling unwell, if you have a high temperature, if you have a new continuous cough and/or a loss or change to your sense of smell or taste (***the symptoms of COVID-19***). If any individual in your household is unwell and/or self-isolating, again please contact us and re-arrange your reservation.

Please don't no-show: if you cannot make your reservation for any reason, please let us know, we are working on reduced covers in all areas of The Woolpack Inn and working on minimal staff without compromising providing fantastic food and service for your dining experience with us.

Our new layout both inside and outside reflects the social distancing measures that have been put in place by the government: please can we ask you not to move the furniture or protective screens without agreement from a member of our on-site management team.

We will be working with a smaller team in all areas of the business so please be patient with us.

Please use the alcohol gel that is located throughout the site during your time with us.

The Woolpack Inn and our team:

Our Operations Manager, Bar Manager and Restaurant Manager have successfully completed and passed COVID-19 training.

We have undertaken a thorough review of our site and we have the appropriate risk assessments in place. Risk Assessments will be reviewed on a weekly basis by our Operations Manager.

Our staff have been provided with the appropriate PPE for their individual roles: all staff will receive a temperature check on arrival for their shift and only those staff who are deemed well will be allowed to work (***should a temperature be 37.8 degrees or above the staff member will be sent home to self-isolate for 7 days and seek medical advice if required***).

We will be working with minimal staff in **'team bubbles'** to retain safety. All staff have been briefed to not attend work if they are feeling unwell or if any person in their individual households is unwell. All staff have completed a 'Return to Work Assessment' and this will be reviewed every two weeks with our Operations Manager. Where possible, our staff will work back-to-back and side-by-side and avoid any face-to-face contact.

We have in place an in-depth deep cleaning regime that is being followed both inside and outside of our opening times: all surfaces will be cleaned regularly and wiped down with the appropriate sanitiser between each customer; deep cleaning will be undertaken on regular touchpoints including door handles and PDQ machines.

Please do not be alarmed if you see a member of staff wearing protective gloves: these gloves will be disposable and will be changed each time they bring over cutlery and condiments to the table and will be used when a customer is paying using cash.

Please note that these guidelines may amend or adjust based on guidelines from the UK Government.