

**A Statement from TWI PUBS Limited t/a The Woolpack Inn, Islip –
Wednesday 23rd September 2020.**

With effect from **Thursday 24th September 2020**, we are writing to inform you all of our new COVID-19 rules and procedures that must be followed throughout your time with us at The Woolpack Inn.

NHS TRACK AND TRACE – Please download the **NHS COVID-19 APP** – When you arrive at The Woolpack Inn, please scan the QR Code and check into the site using the App. Our staff are on hand to assist with this process. **We cannot serve you a drink or food without having your details for Track and Trace.** Those customers who refuse to give their details will be asked to leave the site. For those customers who do not have a phone and cannot access the App, we will hold your details for 21 days in our Quandoo platform which meets the requirements of GDPR.

FACE COVERINGS – All of our staff have been wearing face coverings since we re-opened on Saturday 4th July 2020. All customers are now required by law to wear a face covering when entering The Woolpack Inn, and when you are moving around The Woolpack Inn. You can only remove your face covering when you are seated at your table eating and/or drinking.

PLEASE USE HAND SANITISER – Please use the hand sanitiser stations that are located on each entrance and exit door, and all toilet facilities.

TABLE SERVICE – We have been operating TABLE SERVICE ONLY since we re-opened on Saturday 4th July 2020. **Please do not go to the bar.** For all guests who are joining us for food with pre-booked tables, please come in through the Main Front Door and a member of staff will direct you to your table. For all guests who are joining us for drinks only, please find a table downstairs or outside and a member of staff will come to you and take care of your table.

NEW OPENING TIMES FOR FOOD – Last Food Orders will be 8.30pm Monday – Saturday; 6.00pm on Sundays. **COMING SOON** – We will serve food all day on Fridays, 12 Noon – 8.30pm.

PLEASE REMAIN SEATED – Everyone, including small children, must remain seated – **the RULE OF 6 applies throughout The Woolpack Inn.** Please do not move and mix between tables or groups of people: we will ask you to leave if you do not follow this rule.

PLEASE SOCIAL DISTANCE

CLOSING TIME AND LAST ORDERS – The Woolpack Inn will close at 10.00pm every night – the doors will be locked and the gates bolted – **last orders will be 9.30pm.**

FINES – Fines are in place for not wearing a face covering same as for groups exceeding 6 people.

We would like to take this opportunity to inform you all that we have not made these rules – the rules have come directly from Boris and the UK Government – please be kind and patient with our staff, they are continuing to work hard under this constantly evolving situation while delivering fantastic food and service.

These new rules could be in place for the next 6 months so please do bear with us, and do not shout and be abusive to our staff who are doing their best under the new laws and guidance.

Thank you for your continued support of The Woolpack Inn – the challenge continues, we are taking on this challenge and will continue to do what we love every day of the week.