

COVID-19 & What to expect at The Plough

We are so excited that we finally get to be a pub again. Of course, things may be a little different to how you remember them. It's for this reason that we have a break down for you below of some key changes you may notice to our normal procedures and ways of operating. We hope this will help you prepare for your visit. Your experience is still intended to be as homely and comfortable as you remember, provided we all work together.

Eating and Drinking

- We will be operating a BOOKING ONLY system for the first couple of weeks. This is so that we can manage the number of guests in-house and the staffing levels needed.
- This is also the case for anyone wishing to come for drinks only. You are just as welcome as customer who are dining, however we must have a booking/prior notice of your arrival.
- Outside is the safest place to be and for this reason bookings for the garden will be taken on request. Please be aware that due to the limited number of tables inside we are not able to guarantee you one in the pub should the weather conditions be unsuitable.
- Groups of up to 4 will be given a 1.5-hour time slot and tables of 5 and above will be given a 2-hour time slot. Please arrive promptly and understand that our team need to thoroughly clean your table, chairs, etc. before the next guests arrive. If you arrive early for your booking we are unable to accommodate you waiting at the bar.
- In line with government guidelines, we will be allowing a maximum table size of 10 people. Indoors you may have up to 10 people from 2 different households with social distancing or outdoors you may have a table of up to 10 people from 2 different households or 6 individuals (all must maintain social distancing).
- We ask kindly that you do not attempt to move or join tables together.
- You will find hand sanitiser stations at all entrances and exits, please use these whilst with us.
- Please maintain appropriate social distancing whilst visiting us, this includes with our team members.
- Upon entering you will be directed to your table by a member of the team.
- You will be served by the same person from start to finish. If they are busy, please be patient.

- It is no longer possible to request specific tables, as we need to ensure that adequate spacing between all bookings is maintained.
- You will notice that tables have been removed to ensure we comply with the social distancing rules.
- The pub will be operating a one-way system, please be respectful of this. Entry will be through the front door and exit will be through door leading to the garden. If you are dining or drinking in the garden you must still use the front door to gain entrance to the pub.
- There will be adequate signage and our team will be on hand to help.
- We will be providing full table service, indoors and outdoors.
- No one is permitted to sit, stand or order from the bar.
- In busier periods please bear with us, we have had to reduce our team size to ensure we comply with social distancing.
- All knives and forks will be brought to your table after ordering, these will be cleaned and sanitised between each customer.
- Please use contactless or card payments wherever possible.

Staying the night

- When checking in please approach the bar taking social distancing into mind and a team member will be on hand to help you shortly.
- If possible please try to let us know of your expected time of arrival.
- Please note that we will no longer be offering to carry your bags, of course if you need a hand, we will help.
- The member of staff checking you in will no longer enter your bedroom to show you around. Instead you will be given the key and taken to your room.
- You will find a well-equipped welcome pack in your room, please ensure that this is studied upon arrival.
- Each room will be supplied with a complimentary hand sanitiser which you are encouraged to keep and use throughout your stay.

- Unfortunately, we will no longer be doing room refreshments for anyone staying more than 1 night, if you would like fresh towels, etc. please let us know.

Some points to remember

- In line with government guidelines, our team will be respecting social distancing rules of one metre plus and maintaining our already high standards of hygiene both personally and for the pub.
- Our team are doing all they can to keep you and them safe, we are only following the guidelines we have been supplied with. Your co-operation and understanding would be greatly appreciated.
- Any abuse to any member of the team will not be tolerated and you will be asked to leave.
- This is a testing time for us all, but our aim is to ensure your visit is as care free and relaxing as possible. We are very much looking forward to welcoming everyone back to The Plough, if you need any further information please send us an email to info@thetheploughrye.co.uk