

Updated 28th September 2020

COVID-19 & What to expect at The Plough

We understand that it may be difficult to adjust to the ever-changing regulations on visiting your favourite pub in these times.

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.

Despite the changes we must now come to terms with, one thing we endeavour to keep the same is the enjoyment and safety of our guests. Your experience is still intended to be as homely and comfortable as you remember, provided we all work together.

Eating and Drinking

- We will primarily be operating a **BOOKING ONLY** system. This is so that we can manage the number of guests in-house and the staffing levels needed. This is not to say that you may not just turn up however, during times we may be unable to accommodate you as all guests **MUST** be seated.
- Please arrive promptly for your booked time 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 will not be able to accommodate you waiting at the bar.
- You **MUST** wear a face covering when on the premises, apart from when seated at your table. This is the law and so please work with us. If you forget to bring a mask, we will provide you with one.
- Our team members will also be wearing face coverings whilst at work.

- In line with government guidelines, you can now be from multiple households but 6 is the magic number and we will not, as be required by law, take bookings above this number.
- If your single household is over this number we will only be taking a maximum of 8 people and this must be booked in advance. Multiple households cannot be included in this and we will only consider taking bookings for households larger than 6 during quieter periods.
- We have been requesting guest contact details, and storing securely for 21 days (if you are not already in our system when making a booking), as part of the Test and Trace system. This is now a legal requirement.
- Please sign in on the NHS Covid-19 app at the entrance when you arrive. The code will also be displayed on your menus, if you need to download the app first.
- You will find hand sanitiser stations at all entrances, exits, and public areas. Please use these whilst with us.
- Upon entering you will be directed to your table by a member of the team.
- The pub is 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.
- Please maintain appropriate social distancing whilst visiting us, this includes with our team members.
- There will be adequate signage and our team will be on hand to help.
- We will be providing full table service, indoors and outdoors. In line with government guidelines 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 hugely appreciate your efforts to support our safety measures, by keeping your distance from others when visiting and following our guidelines, as well as using hand the sanitiser stations provided at every opportunity - by working at this together we can all play our part in creating a safe and welcoming environment, that can also continue to be enjoyable for you.

Thank you too for all of your positive feedback on the measures that we have put in place to keep our guests and team safe.

The team at The Plough.