

Updated 7<sup>th</sup> December 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 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.

### Tier Two and what it means for you

- It is the law for all guests, who aren't exempt, to wear a face covering when entering, exiting and moving around the pub. Our team are also included in this rule.
- No household mixing is allowed indoors and the rule of six applies outdoors for those visiting in mixed household groups.
- If you live in a Tier Three area you are sadly not permitted by law to visit us for the time being. We cannot wait to welcome you back soon.

### Booking and dining with us

- You can book a table on our website [www.theploughrye.co.uk](http://www.theploughrye.co.uk) by calling 01797 223381 or by emailing [info@theploughrye.co.uk](mailto:info@theploughrye.co.uk)
- We will be serving our full menu, which will include some seasonal changes since we were last open and plenty of lighter and sharing options.

## Joining us for a drink

- We are now only permitted to serve alcohol, indoors or outdoors, when seated at a table with a “substantial meal”.
- Any single starter or mains from our menu can be considered a “substantial meal”.

## Single household indoors and Rule of 6 outdoors

- We can no longer serve multiple households indoors. When booking online you will need ensure that you are from one household or support bubble. Our team may ask you to confirm once we have received your booking.
- Our team will ask you to confirm if creating a booking over the phone as well as if serving you in the pub.
- If eating outdoors, the Rule of 6 applies as it did previously.

## NHS Test and Trace

- Please remember to scan the NHS Test and Trace QR code with your app when you arrive at the bar. The QR code will also be on your menu and so you are able to do so comfortably when seated also.
- Please help us protect our guests and our team by not visiting us if you have any symptoms of COVID-19. These include a new continuous cough, a high temperature, or a new loss of taste and smell.
- Our team understand the importance of staying at home if they have any symptoms.

## Other measures and information

- 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.
- 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.
- We have spaced all of our tables accordingly and kindly ask that you do not move them.
- 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.
- 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.
- You 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 important points to remember

- 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. 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.