

COVID 19 – THE RIVERSIDE INN GUIDELINES

OUR CORE AIM IS TO ENSURE OUR STAFF AND OUR CUSTOMERS ARE SAFE IN OUR
BUSINESSES

This document is part of our reopening plan and forms the bases of our onsite COVID 19 secure risk assessment, and to ensure compliance and understanding of the Government COVID-19 Secure standards. The risk assessment completed by the lead managers and will form the basis of the day to day oversight and management.

Our teams are here to ensure our guests safety, our guidelines are designed to ensure we mitigate risk, whilst maintaining our high standards.

This document has been prepared on 13th June 2020 based on UK government, UK Hospitality and WHO Guidelines for food, drink and accommodation businesses and is accompanied by evidence of compliance and the measures taken to meet the COVID-19 Secure standards.

Please note that this is a working document, the operational requirements outlined in this document are taken from current operational practice and existing health and safety guidelines carried out by all hospitality businesses, enhanced social distancing measures taken from World Health Organisation advice, and UKH member planning for their individual businesses.

These protocols have been developed site-by-site tailored to each Coach House Inns property based on risk assessments to ensure they meet the COVID-19 Secure guidelines.

RESTAURANT, BAR & HOTEL GUIDELINES

This section forms the bases to ensure our restaurant, bar and accommodation can open in a safe and secure manner, to protect the health of our guests and employees, in relation to overnight stays, housekeeping, food and drinks related services.

CUSTOMER SAFETY

Information will be made available to guests via pre-stay communications, as to the additional measures in place regarding the coronavirus.

Signage with rules on distancing, payment, one-way systems and new rules will be displayed

Letter in guest rooms with QR menus, contact details and policy

Staff communication is key here – regularly communicate your plan to staff.

RECEPTION

Reception time and process changed to minimise guest contact through pre arrival information and self-check in methods, plus guidelines below.

- Communicating, through signage and/or other means, explanations of social distancing rules and additional hygiene measures are in place to protect guests and staff.
- Clear in pre-stay communications the extra measures that are being taken, to offer reassurance.
- All reception staff, guests and visitors have access to sanitiser at the desk and use this between serving guests.
- Reception area should be organised so that staff can be the current social distance level away from guests as much as possible.
- Floor markings or other physical indicators, where implementation is appropriate and achievable, will be used to act as visible reminders of social distancing requirements.
- When guests sign documents and use the chip and pin machine, reception staff should step back to keep their distance. Any pens or machines that are used should be disinfected before the next guests, and staff should sanitise their hands.
- If staff help guests with luggage, they should keep the required social distance apart from guests whilst collecting luggage and either take it to the room before the guest arrives there or knock on the door, step back and leave the luggage at the door. After handling luggage, staff should wash their hands or use a hand sanitiser afterwards.
- Key deposit box on bar
- Hand wash station at bottom of stairs
- One-way system on Riverside main stairs

ROOM SERVICE

In-room dining has obvious advantages in terms of social distancing and is an important element to our ability to reduce risks of transmission/infection.

- Manage expectations - ensure guests know that staff will have to operate social distancing and that room service trays will not be brought into the room. Explain what your process will be.
- Staff must wash their hands before picking up the room service tray to take to the guests.
- Use trays which can be left off the floor next to the door, or small light table, or a folding luggage rack both of which have been disinfected first.
- Staff should knock on the door and leave the tray outside the door and step away. The guest can then pick the tray up, and the staff can remove the tray stand or table etc.
- The member of staff should wash their hands afterwards.
- Avoid any sign requirement on bills
- If the guest wants to tip, then this should be done on the bill. Handling cash is a risk.
- Make clear whether guests are expected to retain their tray in the room, for later collection, or to leave the tray outside their door, for collection.
- Where guests are advised to leave trays outside their doors for collection, a system will be in place to ensure regular, timely collection, to reduce clutter of corridors and reduce cross-contamination risks.
- When trays are picked up, they must be taken to the relevant area and disinfected – crockery and cutlery to go in the dishwasher, and the tray to be disinfected. Any linen used must be used in line with new housekeeping standards. Staff must wash their hands immediately after handling the trays.
- Disposable gloves and/or aprons must be dealt with in line with relevant guidelines.
- Single use items will or should be used where possible and disposed of in accordance with relevant guidelines.

HOUSEKEEPING

There is a risk of contamination/transmission subsequent to hand contact surfaces in bedrooms, on linen and towels.

Staff must follow handwashing guidelines as per PHE guidance. Disinfecting gloved hands will follow the same guidelines and frequency as that of handwashing.

- Hotels will review the frequency of the cycle of cleaning and in-room services to consider different lengths of stay.
- Room cleaning will be undertaken in the absence of the guest, unless it is difficult for the guest to leave the room (eg due to mobility constraints) whereupon social distancing shall be observed in the presence of the guest.
- The frequency of cleaning, requirement for the guest to vacate the room and any other relevant criteria shall be communicated appropriately, including in pre-arrival communications.

- Hand contact surfaces should be disinfected on check out. See check list of all the touch points:
 - Light switches
 - Bedside tables
 - Remote control
 - Taps
 - Flush handles and toilet seats
 - Door handles – inside and out
 - Hair dryer handles
 - Iron and ironing board, trouser press
 - Wardrobe doors
 - Mini bar handle
 - Kettle handle and lid
 - Radiator Controls
- Room cleared of incidentals should be kept to a minimum, such as:
 - Cushions, Throws
 - Stationary
- Glasses and crockery should be removed and washed in a dishwasher not the room sink.

SUSPECTED CORONAVIRUS CASES IN YOUR BUSINESS (HOTELS, B AND BS)

Suspected COVID cases and guest self-isolation If a guest presents themselves with symptoms of COVID-19 or is asymptomatic but declares the need to self-isolate, they should be advised to check out and return home to self-isolate according to current government guidance. If the guest shows acute symptoms has breathing difficulties or their life is at potential risk, seek medical help immediately.

Where a guest is unable to check out, then the following guidelines must be followed:

- The guest must stay in their room and not visit any public spaces including bar or restaurants
- Arrangements should be made for meals / food to be provided to the room, for example via room service deliveries as per protocols previously stated or use of local food delivery services.
 - Food should be served with disposable plates and cutlery, nothing to be returned to the kitchen.
- Arrangements should be made to ensure the guests are able to make requests for service or assistance remotely (e.g. by telephone or by text)
- The staff will not provide cleaning or housekeeping services during the stay
 - Hotel to provide additional linen and extra daily in-room amenities (e.g., shampoo, conditioner, soap, tea, coffee, etc.) to limit the need to make numerous daily deliveries. Additional item requests to be left at the guest's door.

- Provide several large rubbish bags for disposal of any guest rubbish. Guests should be informed that they should keep the rubbish bags in the room (not placed in corridor) until a coordinated time for pick-up is arranged.
- Guests should limit outside visitors to their guest room to medical personnel only, out of an abundance of caution for other customers and staff
- The guest should contact hotel management prior to checking out / departure from the hotel to provide an update on their condition
- If the fire alarm sounds, normal evacuation procedures should be followed, and the guest advise to leave the hotel and proceed to the fire assembly point. The hotel should arrange for the guest to be supported and isolated from other guests at the assembly point.
- Disposable gloves should be used whenever staff encounter an item the guest handled. Ensure those responsible for the removal of the guest's waste, at a minimum, wear disposable gloves.
- Where possible, provide remote checkout services or other means to avoid the need for the guests to checkout via the reception desk.

HOTEL CLEANING AFTER A SUSPECTED CONTAMINATION

Whether an infection is confirmed or suspected relating to your premises, there is specific guidance that should be followed which includes how to deal with bedrooms safely. Be aware that guidance is changing daily as more scientific evidence comes in, so always check the Government sites if a case arises in your business.

Bedrooms where there has been a suspected infection

Leave the room secure and unoccupied for 72 hours to significantly reduce the risk of the virus surviving on surfaces. Do not allow anyone to go in – put a notice on the door to remind staff that the room is “Out of action.”

This will reduce the risk to your housekeeping staff and guests and means that soft furnishings which cannot be disinfected easily will be safe. If you do this, current UK Government guidance is that you can follow normal room cleaning regimes, as detailed above.

Full PPE must be worn

In addition to the cleaning protocols outlined previously in this document, at checkout of a suspected guest infection.

Public Areas

You will need to clean and disinfect all high frequency touch points in the public areas in the hotel: disinfect surfaces such as grab-rails in corridors and stairwells, door handles etc.

Do not just clean the touch points on the floor level where the infected guest was staying, others may have picked up the virus and transferred it to other floors and areas.

Dispose of any cloths, disposable PPE and mop heads by double bagging and keeping secure for 72 hours before disposing in the general rubbish.

If you cannot isolate the room

If you cannot keep the room unoccupied after an infected guest has left, Government guidance includes some of the following information and we have added more detail to help:

- Make sure housekeeping staff are protected with disposable or washing up gloves and aprons. Where there is evidence of bodily fluids, further PPE may be needed to protect the housekeepers' nose and eyes, according to the latest government guidance. If this is not be available, leave the room isolated for 72 hours.
- Do not shake laundry and bag up in double bags and leave securely for 72 hours before washing. Wash hands and disinfect any surfaces that may have been contaminated by the bags after taking to the secure place.
- Steam clean soft furnishings and mattresses only if you can guarantee that the steam cleaner emits steam when it leaves the machine.
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the disinfecting / sanitising products you normally use.
- Pay attention to frequently touched areas and surfaces, in the room as listed above.
- After cleaning dispose of single-use protective clothing, cloths and mop heads and any other waste in the room by double-bagging, and then store securely for 72 hours then throw away in the regular rubbish after cleaning is finished.
- After cleaning, and after removing PPE and bagging up waste, wash hands with soap and water for 20 seconds, and dry them with a paper towel. Dispose of paper towel appropriately.

Note

If an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), your best course of action is to leave the room for 72 hours before attempting to clean because of the risk to staff. Contact Public Health England Health Protection Team for further advice.

Although not mandated, in some occasions we may need to use professional third-party cleaning services.

FOOD & DRINK SERVICE

Our operational plan was developed to ensure employee and customer safety.

From social distancing controls and how payments and any cash transactions should be made. All staff are trained in its implementation and will be reviewed weekly.

SOCIAL DISTANCING

- Ensure access restrictions at the entrances to ensure that the maximum number of people based on social distancing requirements is never exceeded. Where queues may form or within waiting areas, measures will be taken to maintain the minimum distances. Focused waiting area at toilet and arrival at bar. All other service at table.
- Reservations preferred to limit the queues with guests arriving at acceptable intervals (this will be mentioned on digital marketing)
- Restrict Open Table to ensure spread of table reservations
- People will need to be told to keep the current distance apart in queues – it is a good idea to put tape on the floor to mark out the distance.
- Signage on the entrance to the premises should include:
 - Details of any access or movement restrictions (e.g. one-way systems).
 - Maximum capacity of the premises/outlet
 - Customers to wash their hands before entering or use hand sanitiser station provided.
 - Requirement to adhere current social distancing requirements.
 - Customers not to enter if they have any Coronavirus symptoms
- Potential pinch points are to be identified and monitored as part of the day to day operation, mainly toilets, halls, and stairs.
- Social distancing should be maintained between customers at different tables. Customers who are allowed to have contact with each other (i.e. same household) are also allowed to sit together in the restaurant without a minimum distance, depending on the national social distancing requirements currently in force.
- A maximum capacity at each location based on space and social distance guidelines
- Toilet use monitored to ensure compliance with social distancing requirements, restricted entry, blocking some urinals
- Toilet areas should be disinfected including frequent disinfection of high frequency touch points in bathrooms and toilet areas.
- Methods to define social distancing to be applied. For example, use of floor distance markers and furniture to create barrier
- Signage and guest communications should be used to encourage the use of their hotel room bathrooms and toilets wherever possible.

MINIMISING CONTACT & TRANSMISSION

- Contactless or room account payments should be used whenever possible.

- Customer contact with collateral such as menus, condiments, napkins etc. will be limited to what is necessary or designed in such a way that cleaning / replacement is carried out after each use.
- Removing all unnecessary table decorations, bar books, etc
- Self-service buffets should be prevented as far as possible. If buffet service is still required/ buffets are limited as far as possible with strict social distancing and food hygiene procedures in place to minimise contamination. This includes breakfast, where guests can order cereal, juice and fruit as required
- There will be hand sanitiser at the entrance to the premises.

FOOD PRODUCTION & KITCHEN

- Kitchen spaces are redesigned to meet social distancing requirement, moving equipment from congested areas.
- Menus will be designed for lower levels of staffing and prep
- 'Goods in', if using the same entrances as guests, to be received before or after guests, preferably a back of house delivery and similar care taken to cross contamination and social distancing. Marked social distance for deliveries. Frequent cleaning and disinfecting, extra attention to touch points, door handles and services. (masks obligatory during delivery?)
- Government guidance refers to using detergent and then 1000ppm available chlorine for disinfecting which kills the virus and can be made up from bleach. This is to be used on visibly clean surfaces.
- Using regular sanitising as usual, and at the end of the shift you may want to go over all hand touch surfaces one more time before closing
- One person at a time is allowed in the chilled stores, dry stores and cellar.
- During rinsing processes, it is ensured that temperatures above 60 °C, are reached, as disinfection of crockery and glasses requires this.
- Restrict menu to ensure that cross-over and access to food can be effectively controlled and monitored.

FRONT OF HOUSE/BAR/SERVICE REQUIREMENTS

- Order and service at table, with staff keeping a safe distance in line with current Government distancing guidelines.
- Plates and glasses should be picked up only by staff to return to the kitchen
- Single use paper menus and digital QR menu available
- Where staff encounter items used by customers, they need to ensure that they wash their hands before moving on to another task.
- Individually wrapped condiments and sauces should be offered on request and put with the plated food, otherwise they could be contaminated by other customers' hands.
- Cutlery to be brought to the customer with the food and condiments rather than customers helping themselves or left on the table.
- Service side tables to be served and cleared to, in order to maintain social distancing

- Space out tables in based on the current physical distancing distance guidelines operational at the time in place.
- If payment is contactless that is easier and safer. If you can offer cashless payments do so as a primary option. Discourage use of cash.
- Restrictions on customers remaining at the bar after ordering and to eat and drink
- Clean bar tops every hour and table surfaces immediately after use

For cleaning bodily fluids from surfaces in the restaurant, use disinfectants and sanitisers that are effective against bacteria as well as cold and flu viruses, compliant with relevant British Standards and current Government advice which can be found here:

<https://www.gov.uk/government/publications/covid-19decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

TAKEAWAY SERVICES

With all supplementary restaurant business, takeaway and delivery must follow the same legal requirements for food safety, including providing allergen information on request.

Follow all procedures for payments, collection and ordering as above, ensuring social distancing and guidelines are followed

CELLAR

Normal practices for cellar maintenance should be followed and where possible by **one** person. If more than one person is required ensure that Government guidance on social distancing is being followed.

- Consideration into reducing stock to create space
- Only allow one person in cellar at a time
- Additional cleaning and hygiene measures
- Stock delivery must be made 72 hours before sale
- Wash hands before entering the cellar.

OUTDOOR AREAS

Although easier to social distance there is a danger of groups forming

- Regular patrol of outside areas
- Social distance outside seating
- Ensure smoking areas are managed to ensure social distances, with signage and monitoring
- Limit group size by government guidelines
- Follow maximum capacity in garden spaces, enforced by signage

TEAM MANAGEMENT

All employees must not come to work if they have symptoms of coronavirus or live in a household where someone has coronavirus.

Staff will be regularly briefed, each day and – where appropriate – offered training to ensure that the protocol is implemented and thoroughly applied. The measures and practices are a minimum standard.

Appended to this document is information to that shall be shared with staff, on areas such as known routes of transmission, steps to ensure staff can recognise CV19 symptoms, WHO guidance, which will form the basis of information to staff, guests and visitors. Relevant information will, where appropriate, be displayed in the workplace.

All employees must have a return to work conversation, (see appendix RTW). This should be carried out for all staff returning to work in the hotel environment, to ensure staff safety.

- Return to work conversations (phone)
- Survey all staff to find out pre-existing conditions
- Identify staff within 1.5 million high risk shielding; they cannot work and communication required with latest government advice (as per <https://www.nhs.uk/conditions/coronavirus-covid-19/people-at-higher-risk-from-coronavirus/whosat-higher-risk-from-coronavirus/>)
- Identify people living with nurses / doctors etc.
- Staff with symptoms / living with someone with symptoms
- Method of travel to and from work
- Staff who have been close to somebody who now has Covid-19

If eligible, and where reasonably achievable, CV19 testing will be undertaken. Regular briefing/updates for staff should be carried out, covering the latest Government and other advice regarding safe working.

- Review fitness to work status regularly
- Reinforce controls regularly.

The overarching Government guidance for all workplaces can be found here:

<https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>

Consideration should also be given to the important area of staff *mental health* and general wellbeing, and this should be discussed with staff and options raised as part of your regular briefings.

HAND WASHING

Handwashing is vital to the reduction of transmission.

All handwashing to always be in line with Government guidelines regarding method and length of washing, 20 seconds as per signage (appendix HW)

All staff must wash their hands when leaving home and then when arriving at work to wash their hands immediately upon arrival, as well as before handling or eating food, or after blowing noses, coughing or sneezing, or going to the toilet.

Duty managers/appropriate person should remind everyone to wash their hands or use a hand gel at the start of every shift.

That way any virus particles picked up on the way to work are removed before they can be spread to others either via direct contact or by touching hand contact surfaces (door handles, tables, kettle handles, kitchen equipment etc.)

Hand sanitiser, if used needs to be anti-viral and the higher the alcohol content, generally the better it is. Gels are a good additional resource in the workplace and should be positioned to encourage use. Sanitisers will be those with ingredients proven to act against the virus under the relevant BS/EN standards.

ADVICE FOR STAFF TO TAKE HOME

A general commitment to hygiene shall be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home and maintain positive health (appendix IIH). This includes how staff can protect themselves on the way to and from work.

All staff to avoid public transport, management to arrange transport for those in need.

STAFF PROTECTION

All Government /PHE advice shall be adhered to regarding protection of staff from the coronavirus and actions to limit risk of transmission. This will include tissue disposal, coughing and sneezing, identifying infection and isolation measures.

- Identify and train team leader in the routes of transmission, minimise the potential of that transmission through isolation, additional cleaning measures
- Heightened disinfection needs to be undertaken to disinfect all frequently touched areas in staff areas such as tables, chairs, counters tills, card machines etc.
- For staff break areas stagger timings
- Identify and group staff into small clusters, to avoid all staff mixing.
- Encourage staff to take 'grab and go' lunches, buying food to be consumed away from crowded spaces.
- In the hotel office/admin areas, many people could be sharing the phone, keyboard, mouse, and the desk

- Disinfect these before you sit down, with disinfectant provided (leave these on the desk). As coronavirus is new, tests have not been done on this yet, but the next best thing is to use those products that claim to kill flu and cold viruses.
- Make sure that the current distance rule applies at lunch or smoking / vaping breaks
- Laundry – in most cases wash laundry in house, and professionally, rather than staff taking it home. Staff to be informed that uniforms should be washed at temperatures above 60°C or a laundry sanitising agent used if the fabrics cannot be washed at such a temperature. Staff to be informed that if a high temperature is not possible, and they have sufficient uniform, to leave the laundry in a bag in a safe place for 72 hours and then wash as normal.
- All linen (towels and bedding) to be laundered professional offsite, once delivered stored for 72 hours before use. Discussions with Laundry company regarding delivery and COVID guidelines necessary

PPE

PPE Provision and use of protective clothing and equipment for staff will be entirely compliant and in line with Government and PHE guidance.

All housekeeping staff will wear gloves and masks when cleaning touch points

PPE will be available to any guests who require it

TRAINING

Training will be given to ensure that all staff understand the new risks, include details on 2m social distancing, routes of transmission and the importance of hand washing and surface disinfection at key times.

All staff will be instructed about not coming to work if they have a fever or new cough or lack of taste/smell. They should stay at home for seven days (or for as long as prevailing guidance dictates).

- For staff to protect others - Always sneeze or cough into the crook of your arm to prevent your hands becoming contaminated
- For staff to protect others - If you use a tissue, bin it immediately and do not leave around on surfaces. Wash your hands or use hand gel afterwards

For cleaning bodily fluids from surfaces in the restaurant, use disinfectants and sanitisers that are effective against bacteria as well as cold and flu viruses, compliant with relevant British Standards and current Government advice which can be found here:

<https://www.gov.uk/government/publications/covid-19decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

IF STAFF DEVELOP SYMPTOMS WHEN AT WORK

Compliance with PHE guidance will be thoroughly observed, with measures reflecting any future and ongoing changes to such guidance.

- Any team member that develops symptoms will be isolated and must leave the public area immediately
- If staff become ill with a fever and a new, continuous cough when at work they must be sent home and must follow Government 'stay at home' guidance.
- For information, you can look at the 111 webpages.
- If it is an emergency and they have breathing difficulties and their life is at risk, dial 999.
- Using gloves and a disposable apron, clean and disinfect any touch points that may have been contaminated by the infected person as soon as possible. Wash your hands after removing PPE.
- Identify any person that may have been within 2 meters of that person.

STAFF COMPETENCE

Staff in all departments of our businesses may have had extended time away from their job roles resulting in a loss of competence. Still apply your policies and procedures on relaunch as you would at any other time. If amendments are to be made to current policy and procedure, then approach this on a risk assessed basis. Each department will have different complexity of tasks and the staff members completing the most complex of tasks should at minimum be reassessed.

- Use the most relevant person/people to complete training and assessment, it's not always the managers that know how the equipment and processes work the best, it's the people who have been completing the tasks for lengthy periods.
- Review your own training policies if needed and only change them if no other options are available

APPENDIX : HOUSEKEEPING ADDITIONAL CHECKLIST

In addition to all standard room cleaning schedules of bathrooms, bedrooms, and social spaces

- *Hand contact surfaces should be disinfected on check out. See check list of all the touch points:*
 - *Light switches*
 - *Bedside tables*
 - *Remote control*
 - *Taps*
 - *Flush handles and toilet seats*
 - *Door handles – inside and out*
 - *Hair dryer handles*
 - *Iron and ironing board, trouser press*
 - *Wardrobe doors*
 - *Mini bar handle*
 - *Kettle handle and lid*
 - *Radiator Controls*
- *Room cleared of incidentals should be kept to a minimum, such as:*
 - *Cushions, Throws*
 - *Stationary*
- *Glasses and crockery should be removed and washed in a dishwasher at 60c +*
- *Sofas and Chairs to be disinfected via sanitising aerosol spray*
- *Ideally rooms should be alternated after use to allow 24-hour quarantine period, with windows left open*

APPENDIX 2: CORONAVIRUS ROUTES OF TRANSMISSION

The hazard: Coronavirus is respiratory disease that can invade a host via the respiratory route or via hand to eye/mouth/nose contact/

People who appear healthy may be carrying and shedding the virus, which can be passed on either directly or indirectly to others. This means we need to assume that anyone could be carrying the virus

Main controls are:

- Social distancing
- Disinfecting hand contact surfaces
- Hand washing and sanitiser use

Routes of transmission:

- Direct contact to face – eyes, nose from droplets spraying from an infected person onto another person in close contact
- Contamination via droplets from sneezing and coughing landing on surfaces and then transferring via hands onto eyes, nose and mouth. Other means of secretions getting on to surfaces could be from infected people touching their eyes, nose and mouth and then touching surfaces with contaminated hands
- Contaminated hands of infected people can transfer directly to others via handshaking

THE RIVERSIDE INN

COVID 19 GUIDE



THANK YOU FOR VISITING

Due to the Covid 19 pandemic and government and W.H.O guidelines, we are currently operating with some additional practises to ensure the safety of our guest and teams

- If you or anyone in your household ave any symptoms of Covid 19 in the past 14 days - DO NOT ENTER, anyone with signs will be not allowed entry.*
- Please maintain social distancing whilst onsite from other guests not with you, we have reduced capacity and created distanced areas for our toilets.*
- We have maximum capacity in each area of our building and gardens, booking advised and booling times must be adhered to, to ensure capacity is maintained*
 - Please use hand sanitiser before entering*
- We have increased our cleaning and sanitising, and reduced contact items, with digital QR menus and we encourage contactless payments*
- We have reduced levels of staff, and food and drink will be served to a service table*

**FOR ANY FURTHER INFORMATION ON OUR FULL
POLICY AND STAFF TRAINING PLEASE ASK**