

## **Camping & Cabins**

### **COVID-19 Questions & Answers**

**We are very much looking forward to your visit. We must all work together to minimise the risk of spreading Covid-19. It is not possible to offer a completely risk-free environment but we have carefully considered what can be put in place to keep both you and our team as safe as possible.**

**Please read the important information that follows and please note that CHILDREN must be closely supervised by their parents or guardians at all times.**

**Remember to wash your hands regularly and keep a physical distance between yourself and anyone else from a different household. And stay at home if you feel at all unwell.**

#### **Will I Need to Book a Camping Pitch?**

Yes. We operate a booking only system. Please call us on **01608 646 551**.

#### **How can I book a Cabin?**

Our online booking system should be used to book the Cabins.

#### **How will I pay?**

When you arrive please come in to the pub to the bar to see one of our team. Wherever possible, please keep a distance of 2 metres between you and other guests or our staff members. We will take payment and run you through our new procedures.

#### **Will the communal showers and toilets be open?**

The Toilet & Shower Block is open. We have specific measures in place and will need our guests' help to make sure they stay open.

#### **Are the pitches Socially Distanced?**

All pitches adhere to physical distancing requirements. We ask that all campers keep to their allocated space and respect the needs of other guests.

#### **Do I need to book a table?**

Yes please. The number of people drinking and eating with us must be carefully managed. We have a specific number of tables very correctly spaced. Tables of up to 6 people can be booked by phoning us on 01608 646 551..

#### **Do I need to wear a Mask or Face Covering in the pub restaurant?**

Yes unless you are exempt due to, for example, an underlying health condition. Customers in hospitality venues must wear face coverings, except when seated at a table to eat or drink. Our hospitality staff are also required to wear face coverings.

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**What time will the pub restaurant open?**

Monday – Tuesday we open at 5pm and take food orders 6pm - 8.30pm.

Wednesday – Saturday we open at 12 noon with food orders taken until 2.45pm and then 6pm - 8.30pm.

On Sundays we open at 12 noon with food orders taken until 2.45pm and then 6pm - 7.45pm.

We close at 10pm Monday – Saturday and 9pm on Sunday.

**What will happen when I arrive to eat pub?**

You will be greeted at the entrance and your booking will be checked. You will then be shown to your table.

**How will we choose what we want to eat?**

Printed menus will not be available. We recommend you choose your preferred dishes by looking at, or printing out, our Reopening Menu. Or, one person from your table will be invited to take a photograph of our easily accessible Menu Black Board that you can then all refer to. Once you have chosen your drinks and dishes, the team member responsible for looking after you will take your order as normal.

**What training has your team received?**

Every one of our team will have received Physical Distancing and Enhanced Hygiene training. Also, our staff know they must feel completely well to enter our pub. We would ask that you keep to the same key rules:

- Try to keep a minimum of 1 metre to 2 metres distance between you and anyone not in your social/family 'bubble'
- Stay at home if you feel at all unwell
- Regularly and thoroughly wash your hands

**What enhanced hygiene arrangements are in place?**

Our site will be cleaned to a very high standard. Tables, chairs and payment machines (PDQs) will be sanitised after every use. A number of our team will also be trained as Sanitiser Champions. They are responsible for cleaning surfaces, such as door handles, that are regularly touched. Our Cabins will be deep cleaned after each stay and keys sanitised before being placed inside the cabin ready for the next guests.

**Will Hand Sanitiser be available?**

A Hand Sanitiser pump will be available at the entrance to our pub and at various points on our site. But we strongly recommend you bring your own preferred brand of sanitiser to use.

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**Can I use the toilets?**

Toilets will be available for you to use. They will be thoroughly cleaned at the start of each day. They will also be regularly inspected and touch points sanitised. If you need to use the toilet, please use common sense and move through our building keeping to the 2 metre rule if possible. Wash your hands before and after using the toilet. Flush toilet paper only into the toilet. Place any other items in the cubicle bins provided. Our toilet bins will be regularly emptied.

**How will staff bring me my food if they have to keep at least 1 metre away from me?**

'Drop-tables' will be positioned at an appropriate distance from all customer seating. We will place your drinks and food on them for you to collect.

**Am I able to smoke?**

You are, but well away from seated guests. Please ask a member of staff for directions to our smoking point.

**How will I pay?**

At the end of your meal, we will ask one person from your table to go to a clearly marked pay point at our bar.

**The measures we have in place will be regularly reviewed in line with Government advice. Please be patient with our team. They will be working hard to make your visit as 'normal' and enjoyable as possible.**

**If you have any further questions or comments please email [info@thegreedygoosemoreton.co.uk](mailto:info@thegreedygoosemoreton.co.uk)**

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