

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

**We are very much looking forward to seeing you. 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.**

**Important information and answers to key questions follow:**

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

Yes please do – even if you want to drop by for a drink. 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..

### **What time will you open?**

We will open at 12noon Monday to Sunday. Last food orders will be taken at 2:45 p.m. for lunch. Evening service will begin at 6pm and end at 8.45pm.

### **What will happen when I arrive at the pub?**

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

### **How will I choose what I 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 pub and restaurant has always been cleaned to a 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.

**Will Hand Sanitiser be available?**

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

**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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