

COVID-19 REOPENING FOR THE CHEQUERS AND THE CROWN

Dear Customers,

As we enthusiastically plan for the re-opening of The Chequers and The Crown we would like to keep you updated on the measures we are taking to ensure the safety and well being of our returning customers and staff.

Inevitably our pubs will look and have to operate quite differently to what we're used to for a little while to ensure the safety of you and of our returning team. Please understand that it is not our intention to impede your enjoyment whilst you are visiting the pubs...on the contrary we are delighted to welcome you back! We hope you will bear with us as we try, above all else, to keep you safe.

We have taken comprehensive measures, front and back of house, to ensure that both you and our team can enjoy working and dining in our venues with absolute confidence that all safety measures and good practices have been responsibly implemented. Some of the following have already been actioned in line with our takeaway and delivery service and will now continue for the foreseeable future. Others are currently being put into place in preparation for your in-house drinking and dining experience to commence on 4th July (fingers crossed!)

CLEANLINESS

- Vigorous and regular cleaning of the kitchen, bar, and ALL public areas. Key areas such as the washrooms, door handles, food collection/drop areas and any objects and surfaces which are regularly touched will be cleaned and fully sanitised at least every 20 minutes. Card machines are, and will continue, to be sanitised following each transaction.
- Installation of hand sanitisers in and around the building, including entrance and exit doors and the washrooms. Please use these on entering and exiting the outside and inside areas, when using the toilets and at any other time you wish. We have a plentiful supply and encourage you to take advantage of them as often as possible.
- Additional sanitising stations have already been in use for our staff who follow and will continue to follow government guidelines on the use of such as well as increased regularity of hand washing.

PPE

- Masks, Sanitising Wipes and Gloves will be readily available upon request for guests to use on the premises and/or when visiting the washrooms.
- All staff will be wearing masks or face shields at work and whenever coming into contact with guests. Kitchen staff continue to wear masks whilst preparing food and follow the intensified health and safety protocol as previously outlined by the Government and Environmental Health Office.

SOCIAL DISTANCING AND PUBLIC AREAS

- In adherence with the current "2 meter requirement" we have taken steps to temporarily remove many of our tables and chairs. This will reduce our capacity by up to 50% but will allow comfortable spaced out seating and pathways for guests whilst adhering to all legal requirements. It will, unfortunately, mean that we will not be able to accommodate as many guests as usual, so please consider pre-booking your table in advance to avoid disappointment.
- In line with social distancing requirements we will not, for the time being, be offering bar service or allowing guests to drink "vertically" at the bar. Bar stools have been temporarily removed and we will be operating a "table service only" policy inside and outside until restrictions are lifted.

- Guests within the same party (maximum tables of 6 people) will, of course, be free to sit as close to each other as they wish. However we do ask that all visitors fully respect the space of other parties and not encroach upon their 2 meter “bubble.”
- Where possible we will be operating a one way system throughout the building, for those wishing to dine/drink either on the premises, or to collect food and drink to take away.
- All entrance and exit doors will remain open whenever possible to increase ventilation and to avoid touch-pad contamination. We will also be operating a one way system for entry and exit (except where issues of mobility or emergency escape necessitate otherwise).
- All washroom doors within the building are to be fitted with “foot pulls” so that guests and staff may avoid hand contact. There will be clear guidance provided for guests on the use of washrooms for visitors and staff to ensure that they remain clean, sanitised and safe for your individual and socially distanced use.

ORDER OF SERVICE AND BOOKINGS

- We will increasingly have to stagger all dining/drinking times for pre-bookings and walk-ins. This is to avoid having too many guests on site at any one time and to allow full sanitation of tables and chairs between each set of guests. Please be patient with our team and do book in advance if possible to avoid disappointment.
- In line with government guidelines we will not, at this time, be able to offer standing space in the pub for those arriving early for their table. We know it’s FAR easier said than done (!!)
- but please keep to your allocated arrival time as closely as possible during this period to avoid having to wait in your car or car park. If you are informed when booking of a later “relay” on your table, please also keep this in mind for those guests who will be arriving to use your table later, and the time we will require to fully prepare it for them.
- Whether you have booked a table or are wishing to sit inside or outside please check in with our “greeter” on arrival as it will not currently be possible for guests to seat themselves in any area of the pub, restaurant or outside area. Staff will allocate you to a suitable table and explain our ordering process for food and drinks. Please note that for the foreseeable future we will be operating a table service experience throughout and there will be NO ordering at the bar.
- Menus will be temporarily replaced with disposable place setting menus (with a drinks and wine menu on the reverse side).
- Menus will also be available online and (hopefully!) via our new App which is currently being developed.
- Unnecessary items at each place setting have temporarily been removed to avoid contamination. This includes wine and water glasses, salt and pepper shakers, sugar bowls, sauce bottles and decorative features. All condiments will be available for your use within individual sachets or containers.
- Paper wrapped straws and sealed cutlery will be used as a new standard for the time being.
- All bottled drinks and wine coolers will be sanitised before being provided to your table and after use.
- Bills will now be delivered to the table on sanitised saucers.
- Contactless Free Payment will be available upon request.
- Card/Cash Free Payment will be encouraged wherever possible.
- All tables and chairs will be fully sanitised after your visit

OUR TEAM

- All members of staff will be temperature checked upon arrival for their shift to ensure they are fit and well to work.
- Wherever possible, staff will now travel to and from work in their personal clothes and shoes, changing into uniforms only when on site.
- All members of staff will ensure their hands are washed upon leaving their home and immediately upon arrival at work. Once on shift, they will be required to wear government approved face shields or masks and to wash and sanitise their hands at least every 15 minutes. This will be overseen and “checked off” by our managers who will be subject to the same requirements and will act as a check for each other.
- Kitchen staff continue to wear masks whilst preparing food and continue to follow the intensified health and safety protocol as outlined by the Government and Environmental Health Office.
- Where gloves are used, they will be for single use only.
- Staff will refrain from physical contact with guests wherever possible (and where not deemed necessary for them to efficiently carry out their responsibilities).
- Staff (including managers) will NOT be permitted to handle personal items or use mobile phones during shift and whilst on the premises. They will also not be permitted to share uniform, PPE, stationery, food or drink.
- All staff using a computer, keyboard, mouse or phone for work purposes will be required to fully sanitise these items after each use.
- Staff will be required to wash their uniform after each shift (as is usual practice) but to now do so using a minimum temperature of 60 degrees.
- All staff will be required to successfully complete a “Return to Work” food hygiene online training course and a “Public Health Covid-19: Business Re-Opening” online training course as has been recommended to us by our Environmental Health Officer.

REDUCED CONTACT DINING

- Pre-orders of food and drink for in-house guests will now be available, if desired, to reduce contact with staff whilst on site. In addition, we are currently working on an App which will allow contact free ordering for either on or off site dining and drinking.
- If you would like a non-contact dining option, all drinks and food can be delivered to a nearby “service table” from where you and your guests can serve yourselves.
- After you have finished your starter or main course, staff will remove and dispose of your paper place settings and refresh your table with new cutlery and a fresh, disposable paper napkin for your dessert. If you would prefer staff did not do this, then please do let us know.
- Only two plates will now be carried by our staff at any one-time, using clean disposable napkins to reduce unnecessary hand contact.

Please note that due to the ever-changing landscape surrounding Covid-19 and the ongoing government updates and amendments, these newly laid out precautionary measures are subject to change frequently and at any given time depending on government guidelines, advice and updates This also applies to service times.