

PLOUGH AND HARROW

Litlington

COVID-19 Protocol

In effect from July 2020

The Plough and Harrow will be operating with the safety of everyone as our top priority. We have put the following measures in place to ensure the health & safety of our customers and staff:

General

- We encourage customers to use the hand sanitizer provided on their arrival.
- All staff will receive training on our new standards regarding COVID-19 health & safety.
- PPE (masks and gloves) to be worn by staff where appropriate.
- Increased cleaning schedules of all public areas, with an emphasis on deep cleaning frequent contact surfaces.
- We will operate with a one-way flow system – Through the front door and out the rear entrance. Access to the pub will not be permitted through the rear door.
- We have changed to single use menus.
- Cutlery will be brought to your table with your food and we will be using sachets of condiments for the time being.
- We will collect your empty glasses please do not bring them back to the bar.
- We ask that children remain the responsibility of their accompanying adult and that they ensure children stick to social distancing guidance while on our premises.
- Following recent Government guidance, we will be taking a record of our customers contact details and storing them securely, following all data protection regulations, for 21 days. This is for us to help with the NHS test and trace.
- We will be taking booking for inside dining only between 12.00-12.45 14.00-14.45 and after 4pm.

Bookings and Table Sizes

- We encourage only customers from the same household or support bubble to be seated together indoors.
- We encourage customers from up to two households or support bubbles to stick to social distancing when seated indoors.
- Maximum of 6 people from any number of households to be seated or stood together outside following social distancing rules.

Test and Trace.

Any premises where customers or visitors spend longer in one place and come in close contact with people from other households there is a higher risk of transmission. To help the Government manage this risk they have asked that we collect and maintain details of our staff, customers, and visitors.

Information we will collect

- The name of the customer or visitor. If there is more than one customer, we will collect the details of the lead member of the group.
- If customers are from more than one household, we will collect details of one lead member per household.
- Contact number of lead member or customer.
- Date of visit and arrival time.

- If the customers interactions are limited to one member of staff we will record who the staff member was.

Although this is voluntary, we do encourage all customers and visitors to our premises to share their information with us, for us to support NHS Test and Trace. The information will only be used when necessary to help stop the spread of Covid-19.

We will hold onto this information for 21 days. This reflects the incubation period of Covid-19(which can be up to 14 days) and an additional 7 days to allow time for testing and tracing.

Customer Toilets

- The toilets can be accessed via the back door if you are dining in our Beer Garden or Marque Garden.
- We have increased our cleaning routine for our customer toilets.
- The regular cleaning and checks will be documented and displayed in the toilets for you to see.
- We encourage guests who are staying with us to use the toilet facilities in their rooms.
- We encourage guests to use the hand sanitiser provided before entry to the customer toilets.

Indoor Dining

- Only table service is available. Please do not go to the bar for drinks, we will come to you.
- There is a QR code available on your table for contactless ordering and payment. Please let our staff know on arrival whether you will be ordering via the QR code.
- Where possible you will have a designated member of staff take your order and bring you your food to minimise the number of people you will encounter.
- Tables will not be laid up as usual. Cutlery, glasses and sauces will be brought to your table as needed
- Sachets of condiments will be used for the time being.
- In between uses the table will be sanitised.
- Staff will be fully trained on safe service and social distancing procedures.
- Where appropriate staff will wear PPE (personal protective equipment) gloves, masks and aprons.

Beer Garden

- Grab a table before ordering food and drink from our new Beer Garden Bar. Don't forget your table number!
- We will bring your food, cutlery and condiments to your table.
- Please adhere to social distancing whilst queuing to place your food and drink orders.

Marquee Garden

- A limited take away menu will be available to order from our Marquee Garden Bar.
- We will run the food down to you with cutlery and Sachets of condiments.
- Bottles of soft drinks and beer will also be available to order from our Marquee Garden Bar, these will be provided with compostable glasses.
- We encourage customers to use the bins provided.

If prior to you visiting us, you have suffered from any of the following symptoms:

- **High Temperature, New continuous cough or Loss of taste or smell**

We kindly ask that you do not pay us a visit and follow all current government guidelines.

We will continue to review these procedures in-line with the guidance provided by the UK Government and Public Health England.

