



3 WHALLEY ROAD, SHUTTLEWORTH, RAMSBOTTOM, LANCASHIRE, BLO 0DL

## **CORONAVIRUS SAFETY PROTOCOL**

### **OUR COMMITMENT TO CUSTOMERS**

This protocol sets out how we will provide a safe and comfortable environment that complies with government guidance and any interventions by our local authority or police teams during the foreseeable future.

### **THE PUB, HOTEL + GARDEN**

- We have been open throughout the pandemic and have already got robust cleaning procedures in place. All areas of the building and garden have undergone extensive deep cleaning and refurbishment.
- We have re-arranged furniture to meet the guidance on the 1m safe distance guidance. Where possible, we have also arranged furniture so that neighbouring tables have their backs to other guests. We kindly request that guests do not move tables from their positions neither indoors nor outdoors.
- We are currently using disposable paper menus. Tables will be set with cutlery, napkins and glasses after ordering and we will provide table service for all drinks and food.
- We request that guests book a table. If you have not booked a table, you may be required to form an orderly queue outside, until a table is available for you. We are happy to take bookings on the day and phonelines will be open from 10am each day. We will require to take details of all guests including name and contact telephone number. This is to meet government 'Track and Trace' guidance
- Breakfast for residents will be provided in a hamper which will be left outside the room. Juices, yoghurt, fresh milk and fruit will also be provided. There will be no communal breakfast service until further notice.
- Room service will be available for residents and if required, we can leave this outside the room.
- If residents would prefer to clean their own room, then we can provide sanitising cleaning materials. Guests should notify us upon check-in.
- We will have a one-way system, using the front door as our entrance and Orangery door as an exit and to access the garden. The front door should be used for guests returning to the pub from the garden to use the toilet facilities.

### **OUR TEAM**

- We have conducted training with all staff in our improved procedures for protecting themselves and guests from Coronavirus. This includes revised cleaning procedure training, handwashing procedures, COSHH, risk assessment and self-isolation if unwell or in contact with somebody who has been exposed to Coronavirus.
- We have implemented a temperature check system where all staff are required to undertake a temperature check on arrival to work. Staff who have a high temperature (38 or more) will be asked to stay at home and contact local health care for testing.

### **OUR CUSTOMERS**

- Please abide by our Coronavirus protocol and respect our staff. We value your feedback, so please offer this if it will help us to improve our services to you. If you fail to observe this protocol, then we may have no other option than to ask you to leave.
- Please observe the recommended distancing, respect other customers and our staff, wash and sanitise hands regularly, follow our one-way and toilet control systems, and provide accurate contact details (should 'Track and Trace' be required).