

Dear Guests

We are delighted to announce the re-opening of The Gin Trap on the 4th July 2020.

Whilst we closed due to the uncertainty of coronavirus and government guidelines, we wanted to update you on the precautions we are taking to ensure that all our restaurants remain a safe space for our guests and employees to enjoy over the coming months.

We have stepped up additional precautionary measures across all our businesses, a few of them we wanted to highlight below;

- As always, all our public areas maintain the highest possible level of hygiene and as always, cleaned regularly and meticulously with sanitisers, now so more than ever. We have been kitted out with extra hand sanitiser so please feel free to make use of them during your time with us.
- Our team has been fully briefed with current government requirements and are undertaking extreme levels of health and safety procedures to ensure that guests and other staff members are safe. You will see them constantly using hand sanitizer.
- Our customers will be asked to wait in a distanced queue at the entrance and our Maitre d' will safely take you to your table.
- One way traffic - customers will enter through the front door and exit through the garden.
- We have reduced the number of tables in our restaurant and new outside dining area to maximise space around diners and have changed our standard service procedures around cutlery changes and napkin folding to reduce contact.
- Our team will be standing at a further distance from our guests and minimising close contact where possible.

Our full health & safety manual that has full details on all our processes and procedures can be viewed below.

We look forward to welcoming you at the Gin Trap soon!

David – Sophie – Stuart

## EXPANDED HEALTH & SAFETY PROCEDURES

### STAYING COVID-19 SECURE IN 2020

#### The Gin Trap Inn, JULY 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19.

### MAIN STEPS TO ENSURE WE ARE WORKING TOGETHER SAFELY

- We have carried out a COVID-19 risk assessment and the results will be shared with the people who work across our businesses.
- Every guest is required to wait in a safely distanced queue at the front door of the pub until they are safely taken to their table by our dedicated Maitre d' (Control Officer).
- The Maitre d' will take each group of guests through to their table, explaining the hand sanitizer stations and one way system.
- We have additional cleaning, handwashing and hygiene procedures in place according to current government guidelines.
- We have taken all reasonable steps to assist our team members that are able to work from home.
- We have taken all reasonable steps to maintain a distance in the workplace, again in accordance with current government guidance.
- Where our staff and guests cannot be sufficiently apart, we have done everything practical to manage transmission risk.

### STAFF ATTIRE & PROCEDURES

- ALL team members have been contacted and assessed for Personal health concerns.
- Familial health concerns which could impact team members returning for work have been addressed and have been eliminated.
- Arriving for work all team members will be temperature checked daily, asked for COVID-19 symptoms and will be asked to immediately wash their hands before proceeding through any of our buildings.
- Uniforms are washed at 60° and worn clean every day. If on a split shift, aprons will be steam sanitised in-between each service.
- All team members will wear face masks and gloves as and when required.

## ENHANCED STANDARD OPERATING PROCEDURES

- Every restaurant has a Duty Manager present to assess and control the movement of guests and teams during the day and will record the IN/OUT of the teams and check the each area.
- Menus will be disposed of after each guest, and guests will also be encouraged to view the menu on their own phones through our app and website.
- We will be reducing the number of team members attending each table and have a strict area for each team members and their sections.
- Tables will be set using gloves and heavily sanitized.
- For still, sparkling or tap water, the first glass will be poured and the bottle left on the table for the guest to refill. There will be no more jugs or topping up of water by our front of house team.
- Linen napkins will be replaced with paper napkins on the outside tables, and are laid fresh for each guest when they arrive at the table.
- After every interaction with a guest which results in contaminated contact (e.g. removing plates/glasses from a table), staff are required to wash/ sanitise their hands.
- Hand sanitisers and wipes are made available for both staff and guest use in all areas.
- Disposable gloves will be used by team members for preparation and cleaning.
- Face masks will be available for all team members.
- Scheduled sanitising of all shared surfaces every 30 minutes.
- No physical contact such as handshakes, high fives, hugs etc will be permitted.
- Guests will have access to hand sanitizers throughout their time with us.

## WELCOMING OUR GUESTS

At the front door of the pub we will kindly ask our guests to;

- Every guest is required to wait in a safely distanced queue at the front door of the pub until they are safely taken to their table by our dedicated Maitre d' (Control Officer).
- The Maitre d' will take each group of guests through to their table, explaining the hand sanitiser stations, safely distanced toilet procedures, one way system, cleaning procedures and ordering process.
- Sanitise hands with provided hand sanitisers at the front door.
- Confirm that they are not experiencing any COVID symptoms.

## **In the restaurant**

- Contactless payment is preferred where possible.
- Payment machines will be cleaned and sanitised after every transaction
- People waiting will be seated to stand outside following safe social distancing guidelines.
- A one way system has been implemented and we encourage guests not to touch other tables or other items around the bar/restaurant.
- Our bar will have a screen barrier and staff have the option to wear protective facial equipment.

## **Children's Play Area**

- Our outside play area will be regularly sanitised, and all children will be asked to sanitise their hands before playing on it. We ask parents to stagger the amount of children on it to be able to maintain adequate social distancing.
- After playing we ask guests to sanitise their hands before touching anything else.

## **DELIVERIES ACROSS ALL OUR BUSINESSES**

- We are fully briefed on all our suppliers processes and hygiene procedures and have approved these.
- Deliveries will be dropped by supplier to specific area for our restaurant.
- Deliveries are checked by a dedicated senior member of the team.
- All third-party delivery boxes will be wiped and sanitized.

## **WELCOME TO OUR ROOMS & SUITES**

### **Guests Rooms & Suites**

Guests staying with us overnight will be reminded of social distancing guidelines pre arrival.

We will ask guests that stay with us to confirm that don't have any covid symptoms, and will rearrange the date if such an issue arises.

In addition to our usual high cleaning standard we follow the below procedures:

- All housekeeping staff will be requested to wear a face masks and gloves at all times while cleaning the guest rooms. They will be changed in the event of cross contamination with each room at each point and hands are washed frequently. Gloves will also be changed when cleaning the bathroom and when collecting bedding and towels.
- Carts, trolleys and equipment are sanitized at the start and end of each shift.
- In accordance with our standard procedures all doors and windows are opened during cleaning to ensure adequate ventilation.
- Cleaning is done in a clockwise movement around the room to avoid retouching any surfaces.
- Disinfectant is sprayed on all surfaces, including items like TV remote control, telephone handset, kettle, door handles, light switches, and curtain wands etc. Disinfectant sits for the recommended period to ensure it has time to kill any bacteria.
- All hard surfaces in the room are dusted and wiped with sanitiser.
- Remove Personal Protective Equipment before exit. Dispose/contain properly to avoid cross-contamination. Place it into a specific and identified waste bag (coated or lined bag)
- Perform hand hygiene for at least 20 seconds

## Check in

- All room keys will be disinfected prior to the guests arrival.
- Guests are to collect keys from our reception team and will be requested to check in solo to reduce contact.
- Announcement will be placed in each room to remind guests to follow social distancing advice and clean their hands regularly and well as advise of any additional information

## Check Out

- Bills can be confirmed with guest over the phone in the room and payment to be processed to minimise unnecessary contact. This can be emailed to the guest to confirm should they have any queries.
- Payment can be taken over the phone and final invoice will be emailed to the guest to avoid additional contact.