

## COVID-19 SECURE

Dear Guests

We're looking forward to seeing you all at The Gin Trap soon. The following are our updated procedures;

- Bookings will now be essential. If possible, please book a table online or by calling us before visiting us. We understand that sometimes you want to visit us on a whim and that is fine, however please call before arriving to ensure we have space for you. We cannot guarantee that we will be able to accommodate you, and calling first will allow us to make the restaurant as COVID-secure as possible, as well as being able to take your details for track & trace.
- Please ensure you arrive on time for your table booking. Please do not arrive early as we are restricting the amount of people arriving at the restaurant at once.
- 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.
- As a customer, please adhere to all government guidelines ([www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)) and please respect our staff and other guests social environment. For the time being, we will be allowing a maximum table size of 6 guests.
- Face masks must be worn by all guests (apart from those with exemptions) upon entering the restaurant, leaving the restaurant and when moving around the restaurant.
- Due to the new curfew restrictions we will be starting our dinner service at 5.30pm, with the last booking at 8.15pm. All guests must leave the building before 10pm. We are open for lunch as normal for food service from midday to 2pm and for drinks from midday till 10pm.
- We have put sanitiser points in at every entry/exit and throughout the restaurant. Please ensure you use these points throughout your visit with us.
- We will no longer be housing any personal items such as coats or bags. If you do bring these with you, please keep them on you at all times or leave them in the car!
- We will be operating a one-way system on entrance and exit to the restaurant. Entrance to the restaurant will be through the front door only and exit will be through the side door only.
- We are very lucky in that we already have a lot of space between our tables, however we have spaced these out even further and reduced our restaurant capacity.
- We have a fantastic outdoor terrace and will encourage al-fresco dining where weather permits.
- We will be incorporating extra cleaning regimes into our already stringent hygiene procedures including cleaning touch points regularly. Our team will wash their hands every ten minutes minimum and will also check and record their temperature on arrival every day.
- All of our lovely suppliers are providing us with a non-contact delivery service, delivering everything to the front of the restaurant to limit the number of people within the building.
- All of our menus are single use.

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If you have any questions about the above measures, please feel free to contact us on [enquiries@thegintrapinn.co.uk](mailto:enquiries@thegintrapinn.co.uk) or phone 01485 525264.

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

David – Sophie – Stuart – Rachel

## EXPANDED HEALTH & SAFETY PROCEDURES

### STAYING COVID-19 SECURE IN 2020

#### The Gin Trap Inn, JULY 2020 and updated OCTOBER 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.
- All our front of house staff will wear a mask and/or a visor. All our guests should wear a mask when they are standing up or moving around the pub.
- 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).
- We are not permitted to accept any groups of customers larger than six people.
- 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 the only method of acceptable payment.
- 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 will 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.