



# THE WHITE HART

Dear Friends

## We're delighted to announce the re-opening of The White Hart from Friday 17th July 2020 at midday.

We've been waiting patiently for the time when it was deemed appropriate to reopen. We have had several months to plan and prepare for a new way of doing things, to ensure that our pub remains a safe place for our customers and employees.

To reassure you prior to visiting us, please note we have followed the Government guidelines carefully and have added additional measures as necessary.

Our Bar, Restaurant and kitchen/food prep areas maintain the highest level of hygiene and are cleaned regularly. In addition to our usual high standards, every morning, all chairs, tables and surfaces will be sanitised and deep cleaned, and tables will be sanitised thoroughly between each use.

We have enhanced our cleaning methods particularly concentrating on high contact areas such as surfaces, door handles, toilets and back of house areas.

Sanitising stations are available throughout the pub for use by customers and employees. Our team of wonderful staff have been fully briefed on the new current guidelines and will carry out health and safety procedures to ensure that customers and other staff members are safe.

Tables will not be laid upon your arrival, but cutlery and condiments will be brought to you once you have ordered your food.

We ask that reservations are made prior to your visit to us, this will enable us to ensure that we can serve our customers in a safe way. We can only take bookings for groups of up to TWO households.

Depending on our table arrangements, specific tables cannot be requested. Tables are available in the garden and can be reserved if you so wish. No furniture inside or outside must be moved at any point.

We will admit "walk in" customers only if we have seating available, therefore it is recommended to reserve a table to avoid disappointment.

We have put in place a one way system, entry is through the main doors in the beer garden, you will be asked to wait by the door to book in and then be seated at your table. If you have not made a reservation and there is no availability you may be asked to wait.

There is a one way system inside the pub to manage social distancing.

We will offer full table service at this time for customers who prefer to stay seated, but ordering at the bar is permitted. We ask for contactless or card payments if possible although cash is still accepted.

All customers will be asked to provide contact details on arrival, this is to comply with the Government's track and trace system. Details will be destroyed after 21 days.

Customers wishing to enjoy a drink in our pub are welcome but will have to be seated there is no standing/sitting at the bar.



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## These are the main steps we are taking

Be assured, we have carried out a COVID-19 risk assessment and the results have been shared with our staff.

We have additional cleaning, handwashing and hygiene procedures in place according to Government guidelines.

We have taken reasonable steps to maintain social distancing in the workplace.

Where we cannot socially distance, extra mitigation factors have been put in place to manage transmission risk.

Menus will be used once and then destroyed.

We will be reducing the number of staff working at any one time.

After every interaction with customers, staff must sanitise or wash their hands.

Disposable gloves will be used for preparation and cleaning.

Face masks and face shields are available for all staff to use.

Cleaning schedules in place at regular intervals throughout the day particularly on high contact areas.

Full table service is offered but food and drink orders may be placed at the bar if customers feel comfortable in doing so.

Deliveries will be monitored and delivered to one place, again with sanitising stations available for both staff and delivery drivers.

**Finally, we just want to say how much we are looking forward to re-opening The White Hart.**

Things will be different, but we hope if you feel comfortable venturing out for a pub meal, that you will feel safe in the knowledge that we have done everything possible to ensure your visit to us is an enjoyable one.