

Dear Friends

We're delighted to announce the re-opening of The White Hart from Friday 23<sup>rd</sup> April at midday.

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

FROM FRIDAY 23<sup>RD</sup> APRIL, we will be open OUTSIDE IN THE GARDEN ONLY.

In line with Government guidelines and the local council guidance, we have a fully waterproof, covered area with comfortable casual seating and excellent heaters, we then have further comfortable dining on the patio for a small number of guests, these tables are covered by large, showerproof parasols and we offer large gas heaters too. On the lawned area, we offer several picnic table type seats again, these tables are covered by showerproof large parasols and there are gas heaters. On the edge of the carpark is a large awning area, with more picnic style seating but NO heaters. We are completely open to the typical British weather and therefore we ask you to come dressed warmly. Our opening hours will be Friday and Saturday 12pm until 9pm and Sunday 12pm until 4pm. Access to the toilets inside is permitted but face coverings must be worn and there should be minimal contact with any staff or fellow guests whilst inside.

Face coverings must be worn when standing up. FULL TABLE SERVICE IN GARDEN. The NHS Track and Trace QR code must be scanned by ALL GUESTS OVER THE AGE OF 16 FROM EVERY PARTY, this is a legal requirement and failure to comply will result in guests being asked to leave our premises.

FROM MAY 17<sup>TH</sup> (ALL BEING WELL WITH THE ROADMAP) INDOOR DINING WILL RECOMMENCE.

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.

All cutlery and condiments are deeply sanitised after washing and before your use. Menu's are laminated and are cleaned between each use.

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 tables of up to six people from different households OR tables of up to TWO households and support bubble (this may be more than six people). Depending on our table arrangements, specific tables cannot be requested.

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, NO ordering at the bar. We ask for contactless or card payments if possible although cash is still accepted. Updated 09/04/2021

## 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.

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. Customers must wear face coverings until they are seated.

No service at the bar at all.

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

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.

# COVID-19 SECURE

updated 12/04/2021

## PLEASE FAMILIARISE YOURSELVES WITH OUR GUIDELINES FOR A PLEASANT TIME HERE WITH US.

- We have carried out a COVID-19 risk assessment, this is continually reviewed and updated and the results have been shared with our staff.
- We have placed sanitising stations at various points throughout the property, please use on entering and as frequently as you wish.
- Please oblige in giving your name and contact details to our staff to aid in the Government's track and trace system, we also have the NHS QR code which can be scanned. Every person over the age of 16, is now required to check in for Track and Trace purposes. As stated, we can take your contact details using our paper system. We are fully compliant with GDPR regulation and details will be kept only for track and trace purposes for 21 days.
- In line with current Government Guidelines, we are only trading in our OUTSIDE/GARDEN AREAS.
- We are following the RULE OF SIX, whereby six people from six different households may sit together, outside. Alternatively, TWO HOUSEHOLDS may sit together, this can be more than six people, please contact us prior to your visit to discuss your individual requirements.
- Access to the toilets inside is permitted, face coverings must be worn, hands must be sanitised on entry and exit and minimal contact with other customers and staff is advised.
- Please follow the one-way system once you are in the property, this is clearly marked out for you, for ease of accessing the toilets and to exit the building.
- Menus and condiments/cutlery will be brought to you once you have ordered. All condiments and holders have been deeply sanitised prior to your use.
- No bar service at all at this time.
- Full table service is available outside.
- Where a distance of 2 metres cannot be adhered to, staff will be wearing visors and/or face coverings for their safety and yours as in line with Government guidelines.
- Face coverings must be worn by all customers when entering and moving around the pub.
- From Friday 23<sup>rd</sup> April our garden will be open, weather permitting on a Friday 12pm until 9pm, Saturday 12pm until 9pm and Sunday 12pm until 4pm.
- Please help us to obey Government guidelines and keep everyone safe, we can still have a happy time here, it's just a little more regimented at the moment!