

The Bull Much Hadham Customer Advice July 2020

Please bare with us, and please help us to keep to these rules for you and the staff safety.

- We will have separate Entrance and Exit - Entrance through the main car park door and exit by the bar on to the High street.
- All customers must queue outside the main door (by the car park) and be seated by a member of staff
- We have been given a 'max capacity' for people allowed in the pub and this will be strictly adhered to. Once we are full we will unfortunately have to turn people away.
- All orders will be taken from the table by staff and delivered. No ordering from the bar.
- No bookings for tables, please queue outside and wait to be seated.
- No groups over 6 people (including children) Children are welcome in the Restaurant area or garden, and must remain seated. Our swing will not be available unfortunately.
- We will be taking details from anyone entering the pub (only to be used for COVID-19 and will not be kept for any other use)
- Anyone going outside will order at the bar in a designated area and must leave immediately.
- 1 M distance rule will be adhered to until government guidelines change.
- One in one out system in the toilets Ladies and Gents queue separately, Ladies queuing to the restaurant side and Gent's queuing from the Bar side. The main doors will be left open.

- Hand sanitiser stations will be available throughout the pub, please use them as you move around.
- Doors and windows that can be opened will be opened.
- Tables will be cleared by staff and thoroughly cleaned when customers leave.
- Restricted opening times Tues-Fri 6-11 and Sat 12-11 and Sun 12-8
- Payment - we would advise the use of contactless card payments.
- We will not be serving food at this time, due to the small size of our kitchen.

¹Customer information - Health Check

You **should not visit *The Bull Much Hadham* under any circumstances** if any of the following applies:

- you are in self-isolation
- you have COVID-19 symptoms
- you live with someone who has symptoms

It is not advisable for a member of the public who is "vulnerable" to COVID-19 to **visit *OUTLET NAME*** because of the risk of increased exposure to the virus.

COVID-19 symptoms:

- **a high temperature** – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- **a new, continuous cough** – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- **Extreme fatigue** – this means you feel extremely tired

(Source; NHS, WHO)

²What to expect when you visit The Bull Much Hadham.

To help protect the safety of our guests whilst visiting us you will notice some changes. We appreciate your cooperation and understanding.

- The number of people allowed into our business will be restricted.
- Hand sanitiser points will be positioned throughout the pub / restaurant and we encourage you to use them frequently.
- The flow of customers around the building will be controlled, please follow direction signs and staff instructions.
- **Disposable menus are in use, please take them with you when you leave the pub/restaurant.**
- **The size of our menu has been reduced to allow safe distancing for the staff in our kitchen.**
- Please keep a safe distance
- Do not move furniture.
- Our service style has changed, and you can expect the following.
 - Restrictions in the size of tables.
 - Table bookings must adhere to government guidelines on social contact
 - The implementation of social distancing on our premises.

Anything In Bold Will be implemented when the Kitchen Re-opens