



COVID 19 MEASURES

THE
SWAN
CONTEMPORARY CARVERY & GRILL

WE THANK YOU KINDLY FOR YOUR LOYAL SUPPORT AND BEST WISHES DURING THIS TRYING TIME.

WE HAVE BEEN WORKING HARD BEHIND THE SCENES TO ENSURE WE HAVE ALL THE ADDED MEASURES IN PLACE TO SAFEGUARD BOTH OUR CUSTOMERS AND STAFF.

THE PUB EXPERIENCE WILL BE RATHER DIFFERENT TO WHAT WE EXPERIENCED PRE COVID-19.

WE HAVE ADDRESSED THE REQUIREMENTS AS SET OUT IN THE GOVERNMENT GUIDELINES TO THE BEST OF OUR ABILITY AND WE LOOK FORWARD TO EXTENDING YOU A VERY WARM WELCOME FROM SATURDAY 4TH JULY 2020.

THE ADDED MEASURES WE HAVE PUT IN PLACE ARE LISTED BELOW FOR YOUR REFERENCE:

WE KINDLY ASK THAT ANY CUSTOMER, STAFF MEMBER OR SUPPLIER WHO IS DISPLAYING ANY SYMPTOMS OF THE COVID-19 VIRUS MUST NOT VISIT OUR PREMISES. PLEASE RETURN TO YOUR HOME AND FOLLOW THE LATEST GOVERNMENT GUIDELINES.

STAFF HAVE ALL BEEN PROVIDED WITH FACE SHIELDS AND FACE MASKS. ALL FRONT OF HOUSE STAFF WHERE POSSIBLE WILL WEAR A FACE SHIELD, WITH THE ADDITIONAL OPTION OF WEARING A FACE MASK SHOULD THEY WISH. REGULAR HAND WASHING AND THE CONSTANT USE OF HAND SANITISER WILL BE COMPULSORY.

STAFF MEMBERS WILL BE REQUIRED TO HAVE THEIR BODY TEMPERATURE TAKEN AS THEY ENTER OUR PREMISES BEFORE THE START OF THEIR SHIFT.

ENHANCED CLEANING PROTOCOLS WITH INCREASED SANITISING OF ALL HAND CONTACT SURFACES WITH ANTIBACTERIAL CLEANING SOLUTIONS.

WE REQUEST THAT ALL CUSTOMERS USE OUR HAND GEL STATIONS UPON ENTRY TO OUR PREMISES AND MAINTAIN EXCELLENT RESPIRATORY HYGIENE PRACTICES THROUGHOUT THEIR VISIT AND DISPOSING OF THEIR OWN TISSUES.

OUR CARVERY WILL BE PROTECTED BEHIND PERSPEX SCREENS AND WILL BE SERVED TO YOU BY A MEMBER OF OUR TEAM. WE FEEL THAT THIS IS THE RIGHT THING TO DO AT THIS PRESENT TIME. WE WILL STILL ASK YOU TO VISIT THE CARVERY TO MAKE YOUR SELECTIONS WHEN CALLED TO DO SO BY A MEMBER OF OUR TEAM. REST ASSURED WE'RE MERELY ACTING AS YOUR HANDS THEREFORE YOU'RE STILL ABLE TO CHOOSE AS MUCH OR AS LITTLE OF OUR DELICIOUS VEGETABLES AND CONDIMENTS AS YOUR TASTE BUDS DESIRE!

CARVERS AND CARVERY SERVERS WILL WEAR A FACE MASK AND GLOVES WHEN SERVING CUSTOMERS FROM THE CARVERY.

SEVERAL TABLES HAVE BEEN REMOVED THROUGHOUT OUR VENUE TO ALLOW FOR SOCIALLY DISTANCED DINING AND DRINKING. PLEASE REFRAIN FROM MOVING THE POSITION OF ANY REMAINING TABLES AND SEATING.

OUR RESTAURANT WILL BE OPEN FOR RESERVATIONS. WHERE WE'RE ABLE TO ACCOMMODATE CUSTOMERS WHO HAVE NOT PRE-BOOKED BUT REQUEST TO DINE WITH US, WE WILL ALSO ASK THEM FOR THEIR CONTACT DETAILS OF THE PARTY LEAD FOR TRACK AND TRACE PURPOSES. OUR LOUNGE/RESTAURANT WILL BE FULL TABLE SERVICE.

DINING RESERVATIONS WILL BE AVAILABLE FOR A PERIOD OF 1.5 HOURS AT THE TABLE. MEMBERS OF YOUR PARTY MUST BE FROM ONLY TWO HOUSEHOLDS INCLUDING MEMBERS OF THEIR BUBBLES IF APPLICABLE, UP TO A MAXIMUM OF 10 INCLUSIVE OF ALL CHILDREN (NO EXCEPTIONS WILL BE PERMITTED).

TABLES LOCATED WITHIN OUR BAR, FRONT BAR TERRACE, REAR PATIO AND REAR GARDEN WILL ALL BE AVAILABLE ON A FIRST COME FIRST SERVED BASIS.



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CUSTOMERS ARRIVING FOR PRE-BOOKED DINING RESERVATIONS SHOULD MAKE THEIR WAY INTO OUR LOUNGE/RESTAURANT FROM THE REAR CARPARK ENTRANCE. UPON ARRIVAL THEY SHOULD SEE A MEMBER OF STAFF WHO WILL SHOW THEM TO THEIR TABLE.

A CUSTOMER ARRIVING FOR DRINKS ONLY WILL BE ASKED TO LOCATE A TABLE IMMEDIATELY UPON ARRIVAL AT THE PUB. THEY WILL BE REQUIRED TO TAKE A SEAT (EVERYONE MUST BE SEATED). THEY SHOULD THEN MAKE A NOTE OF THEIR TABLE NUMBER AND ONE PERSON ONLY FROM THE PARTY SHOULD ORDER THEIR DRINKS AT THE BAR. THERE ARE CLEAR MARKERS ON THE FLOOR OF WHERE TO STAND WITH THE QUEUE WHICH LEADS OUTSIDE THE BUILDING. ONCE THE ORDER AND PAYMENT HAS BEEN RECEIVED, WE ASK THAT YOU TAKE YOUR SEAT AND A MEMBER OF OUR TEAM WILL POUR THE DRINKS AND DELIVER THEM TO YOUR TABLE.

UNFORTUNATELY A CUSTOMER WILL NOT BE PERMITTED TO PLACE A DRINKS ORDER UNLESS THEY HAVE A TABLE TO BE SEATED AT.

A TABLE WILL BE PROVIDED OUTSIDE FOR THE RETURN OF EMPTY GLASSES AND PLATES IF YOU WOULD KINDLY PLACE THESE ON HERE WHEN YOU HAVE FINISHED WHERE POSSIBLE TO MINIMISE A MEMBER OF OUR TEAM HAVING TO REACH OVER TO COLLECT THEM. GLASSES AND PLATES WILL BE COLLECTED FROM ALL TABLES WITHIN OUR BAR AND RESTAURANT AREAS.

BINS ARE LOCATED ALL OVER OUR SITES THEREFORE WE KINDLY REQUEST THAT YOU DISPOSE OF YOUR OWN RUBBISH WHERE POSSIBLE.

ALL DOORS (EXCLUDING FIRE DOORS) WILL BE PROPPED OPEN WHERE POSSIBLE TO HELP MINIMISE HAND TOUCH SURFACE CONTACT.

WE WILL NOT BE ALLOWING BAR TABS AND DRINKS TO BE PURCHASED IN ADVANCE. CONTACTLESS CARD PAYMENT (CURRENTLY £45 AND UNDER) IS ENCOURAGED BUT CASH IS ALSO ACCEPTED IN OUR OUTLETS.

THERE WILL BE NOBODY PERMITTED TO STAND AT THE BAR TO CONSUME THEIR DRINKS AND SOCIALISE. STANDING AT YOUR DESIGNATED TABLE IS ALSO TO BE DISCOURAGED.

CHILDREN MUST REMAIN SEATED WITH THEIR PARENTS/CARERS AT ALL TIMES.

TOILET FACILITIES ARE AVAILABLE BUT WE ASK THAT SOCIAL DISTANCING GUIDELINES ARE ADHERED TO AT ALL TIMES WHERE POSSIBLE AND THE MAXIMUM NUMBER OF PERSONS SUGGESTED TO USE OUR FACILITIES AT ANY ONE TIME ARE OBSERVED. REGULAR CLEANING REGIMES WILL BE STRICTLY ADHERED TO THROUGHOUT OUR TRADING HOURS.

DISPOSABLE SINGLE USE MENUS WILL BE AVAILABLE IN THE FUTURE WHEN OUR WIDER MENU OFFERING IS RUNNING.

TABLES WILL BE REGULARLY SANITISED BETWEEN ALL CUSTOMERS. LOUD/LIVE MUSIC AND DANCING WILL NOT BE PERMITTED. SHOUTING AND SINGING MUST ALSO BE AVOIDED DUE TO AEROSOL TRANSMISSION OF THE VIRUS.

WE RESPECTFULLY REQUEST THAT ALL CUSTOMERS AND STAFF OBSERVE SOCIAL DISTANCING GUIDELINES AT ALL TIMES AND RESPECT EACH OTHER'S PERSONAL SPACE. EVERYONE SHOULD REMAIN ACCOUNTABLE FOR THEIR OWN BEHAVIOUR.

ONLY IN THE UNLIKELY EVENT OF AN ACCIDENT OR EMERGENCY MAY SOCIAL DISTANCING MEASURES BE OVER-RULED.

FINALLY WE ASK THAT YOU REMAIN RESPECTFUL TO OUR TEAM BY FOLLOWING THEIR GUIDANCE AND SUPPORTING THEM IN OUR QUEST TO DELIVER YOU THE GREAT BRITISH PINT UNDER THE MOST DIFFICULT OF CIRCUMSTANCES AS SAFELY AS POSSIBLE!

CUSTOMER ENTRANCE POINTS/EXIT POINTS:

BAR – ENTRY TO PREMISES

PLEASE USE ROADSIDE ENTRANCE UPON ARRIVAL (CLOSEST TO HOTEL/MOBILITY PERMITTING)



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BAR – EXIT FROM PREMISES

PLEASE EXIT THROUGH MIDDLE ENTRANCE (SEE INTERNAL SIGNAGE/MOBILITY PERMITTING)

LOUNGE RESTAURANT - ENTRY TO PREMISES

PLEASE USE REAR ENTRANCE UPON ARRIVAL (FROM REAR CARPARK)

LOUNGE RESTAURANT - EXIT FROM PREMISES

PLEASE EXIT THROUGH MIDDLE ENTRANCE (SEE INTERNAL SIGNAGE/MOBILITY PERMITTING)

BEER GARDEN/OUTSIDE TERRACE - ENTRY TO PREMISES PLEASE USE REAR ENTRANCE UPON ARRIVAL
(FROM REAR CARPARK)

BEER GARDEN/OUTSIDE TERRACE - EXIT FROM PREMISES PLEASE EXIT THROUGH MIDDLE ENTRANCE
AND WALK AROUND (MOBILITY PERMITTING)

THANK YOU ONCE AGAIN FOR ALL YOUR
LOYAL SUPPORT THROUGH THESE UNPRESEDENTED TIMES.

OVERALL WE HOPE YOU ENJOY YOUR EXPERIENCE,
SHULA & PHIL.