



OUR COVID-19 SAFETY 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 ongoing 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.

The added measures we have put in place are listed below for your reference:

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- 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 or face mask. 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/exit to our premises and maintain excellent respiratory hygiene practices throughout their visit and disposing of their own tissues.
- Customers are required by law to wear face coverings when not seated at a table (we realise medical exemptions do apply).
- 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 wearing a face mask (one table at a time) 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.
- We kindly ask that Customers download the 'NHS COVID19' App and scan our QR code displayed around our premises upon arrival. Paper based track and trace logs are also available if necessary (personal information will be destroyed after 21 days).
- 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.
- Customers are not permitted to stand or go to the Bar. Table Service only is permitted at this time.
- Children must remain seated with their Parents/Carers at all times.
- Our restaurant will be open for pre-booked reservations as well as walk in Customers
- Dining reservations will be available for a period of 1.5 hours at the table. Members of your party must not exceed the current rule of six, to include any children within this limit. Adjoining tables will sadly not be permitted and the current tier rules must be adhered to.
- All tables apart from our pre-booked Restaurant reservations are available on a first come first served basis.
- Customers arriving for pre-booked dining reservations should make their way into our Lounge/Restaurant. 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) and a member of our team will be on hand to take your order and payment.
- 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.



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- 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.
- 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 at this time for our reduced menu.
- 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!

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Customer Entrance Points/Exit Points:

The Swan Inn

Bar – Entry to premises

Please use roadside entrance upon arrival (closest to Hotel/mobility permitting)

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)

IF YOU HAVE MOBILITY ISSUES AND ARE UNABLE TO USE OUR STEP ENTRANCE/EXITS PLEASE FEEL FREE TO USE A FLAT ENTRANCE BUT PLEASE REMAIN VIGILANT, STAY ALERT AND OBSERVE SOCIAL DISTANCING FROM OTHER CUSTOMERS/STAFF WHERE POSSIBLE.