



The Customer Journey (From May 17<sup>th</sup> 2021)

You should not visit our premises if:

You are self isolating

You have Covid 19 Symptoms

You live with someone who has symptoms

## Before Arrival

Book a table. Tables can be booked for a maximum of 1 hour 45 minutes. ( A 2 hour turn around with sanitisation). You can call in on the off chance but there may not be a table available.

NOTE : Tables are for a maximum of **6 people or 2 households**.

Note all service will be table service and we will not permit customers at the bar at this time.

Please arrive at your allotted time. Via the front door. These have been staggered to avoid customers arriving at once and respecting social distancing. Please respect the 2 meter social distancing rule if you are queuing outside.

## Arrival

Please wear a facemask unless seated at your table.

On arrival you will be seated at your table and will be served by a member of staff for all drinks, orders and food. Please do not move around the pub to speak to other tables.

When using the bathrooms please respect the other guests and abide by social distancing rules. Wash your hands thoroughly afterwards.

We advise where possible to pay by contactless / card payment that again will take place at your table.

## Exit

On departing the building please leave via the fire escape that goes onto the river bank. This allows a steady flow and less interaction.

## Manners

Like always we ask you respect our staff and other customers. Remember there may be vulnerable or scared people. We ask that you show compassion and understanding. If you encounter a problem wave over a member of staff to discuss.

## Breaks in service

Every hour the staff have been instructed to stop service to clean and sanitise key touch points. This is for their safety and yours. This will only take a few minutes so please bear with us whilst this is carried out.

## Issues

My pledge to you that if you have concerns or are unhappy you can feel free to contact me personally so that I can resolve the matter. My Email address is [rick83@me.com](mailto:rick83@me.com) I take the safety of everyone very seriously and therefore will do my utmost to make sure this is adhered to.

Regards

Rick Jones  
Restaurateur