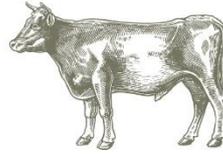




THE
SQUIRE
INN
CHIPPING SODBURY



THE
SODBURY
STEAK HOUSE
AT THE SQUIRE

How to 'Pub' Safely in a Post-Lockdown World

A guide for customers

We kindly ask that customers read and comply with the following points to ensure the safety of all staff and customers:

Before arrival:

- Please do not come to the pub if you have any symptoms of Covid-19, are in self-isolation, living with someone who has symptoms or have been contacted by the government Trace and Trace system advising you to self-isolate.
- All tables in the pub (bar, restaurant & garden) will be bookable online or via phone for drinkers or diners alike (restaurant bookable for drinks only after 9pm). **We strongly advise you to book your table in advance – this can be done through our website or the ResDiary app, showing live availability.**
- Our maximum booking size is 10 people (from a maximum of two households), whether inside or outside. We reserve the right to request proof of address in order for us to comply with Government guidelines. Tables of up to 6 from multiple households can book in the garden only.

Arriving at the pub and general rules:

- Upon arrival at the pub, please make your way to the rear bar entrance as directed by signage. If a queue forms whilst we are seating people, please keep to one side of the passageway, maintain at least a 2-metre distance between groups and wait to be called through to be seated. If your table is booked in the garden, please proceed straight to the garden and wait to be seated out there.
- Please use hand sanitiser upon entering the premises, as often as you need throughout the premises and wash your hands thoroughly after using the toilet.
- There will be a one-way system going through the pub, please follow this, even if you've just popped out for a cigarette or to use the loo.

- Please remain a minimum of 1 metre apart from people not in your group and please respect social distancing with our staff. Unfortunately, we can't allow people to "mingle" across different tables or indeed hover at other people's tables. **You should remain at your table at all times**, unless going to the toilet or out for a cigarette.
- All areas will be table-service only – no customers will be permitted to order at the bar. Please be patient with the staff as they do their best to serve you as quickly as possible.
- Our menus are viewable on our websites in PDF format. We will also offer paper disposable copies of our menu.
- External doors and windows will be kept open as much as possible to maintain ventilation throughout the building.
- Do not move the furniture – tables and chairs have been rearranged to comply with government guidelines – you moving it puts our staff and other customers at risk and will not be tolerated.
- Children – we are a family business, running family pubs, so we will still permit children when accompanied by an adult. However, children should always remain seated with your group and should be accompanied to the toilet by an adult where appropriate.

Toilets:

- The number of toilets will be limited, with one cubicle and two urinals available in the gents and two cubicles for the ladies. We encourage you to wash your hands thoroughly afterwards. Entrance doors to the toilets will remain open at all times to provide maximum ventilation. Queue to one side, maintaining social distance by following floor markers. If the queue is too large to maintain social distancing, we would encourage you to return to your seat and try later.

Garden areas and smoking:

- The garden will only be open at times when we think we can staff them properly to offer table service and maintain the safety of staff and customers alike, and when the weather is good enough! As such, bookings for gardens will be released a week ahead of schedule, maybe less if the weather is questionable – keep an eye on our social media for when these bookings are released. Please be aware that if your booking is for the garden, then this is for a table in the garden only, access to tables

in the pub will not be permitted – so feel free to bring coats, umbrellas etc just in case – plan as though you were going to an outside (seated!) concert, perhaps.

- Smoking. Smoking is only permitted in the garden and at the front of the pub, away from the entrance to the building. If your table is in the restaurant, we request you use the garden for a cigarette. If your table is in the bar area, please exit from the front bar door and have your cigarette outside, re-entering from the bar back entrance.

Payment:

- For the time being, we will only be able to accept payments by card (AMEX, Mastercard & VISA). All tables will be given one bill at the end of their visit. This bill can be split between different cards for different amounts, but we cannot process different “rounds” with payments throughout your visit.

Leaving:

- Please follow the one-way system. Customers leaving the restaurant or bar areas should proceed through the front bar to the main exit. Customers leaving the garden should proceed along the passageway directly to the front door.

Non-compliance with the above guidelines, or abusive behaviour towards staff could result in you and your group being asked to leave the premises.

We understand that there is a lot of information here, but it will help customers and staff alike to have a point of reference as we all get used to the ‘new normal’.

Thank you for your continued support at what has been a challenging time for everyone.