



THE ROYAL OAK

We're delighted to have had the long-awaited go ahead from the Government to re-open our doors to our country pub, campsite & bunk barn from Saturday 4th July 2020 to our fantastic customers. The health and safety of both our customers and staff is our utmost priority and we have adapted and embraced changes in order to ensure our site provides a safe environment for all to enjoy. Before you enter the doors to The Royal Oak we just wanted to give you an idea of what to expect on site:

- The whole pub has been thoroughly cleaned and sterilised prior to opening and we will be working hard every morning and evening to ensure every surface is sterilised
 - Hand sanitiser is provided on entry to the pub, please ensure you use this on when both arriving and departing from the premises
 - On arrival we are required to take the full name and contact number of everyone as part of the 'Track & Trace' procedure
 - No more than 2 households are permitted to dine on the same table inside the pub at any time
 - There is ample signage throughout the pub in relation to our new procedures, observing social distancing and hand washing
 - A full Covid Risk Assessment has been carried out by an independent professional and this is available to view should you request it
 - We have had the 'Good to Go' from Visit England and are fully compliant in accordance with Government guidelines
 - Menus will be sanitised between every use
 - Doors will be left open where possible to minimise risk of cross-contamination
 - Windows and doors will be open where possible to improve ventilation
 - We have removed some inside tables to ensure that they are at least 1 metre apart - as a result of this we are have less tables available so please do book to avoid disappointment
 - No drinking is permitted at the bar to protect our bar staff
 - All tables inside & out are table service only – please do not come to the bar at any point, a member of our team will come to your table to take orders & payments
 - Each toilet space will have a cleaning schedule checklist visible
 - All high touch points will be wiped down with sanitiser spray in accordance with strict cleaning protocols including door handles, tables, chairs, till systems & card machines
 - If we feel at any point that a customer may be in breach of the Government guidelines, we reserve the right to ask them to depart the premises
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- All staff have undergone training in cleaning protocols
 - All staff have declared they have no symptoms of Covid-19 prior to returning to work and are aware of the steps that need to be taken should they develop any symptoms either on or off site
 - All staff will be washing or sanitising their hands regularly
 - The kitchen has undergone a new layout to ensure social distancing keep contact between the kitchen and waiting on staff is kept to an absolute minimum
 - All staff will be wearing visors to protect both themselves and customers – each staff member will have their own personal visor that will be sanitised between wears
 - Staff will not be permitted at any time to share food or drinks
 - We have carried out risk assessments and these are available for staff to view at any time should they wish
 - All high touch points will be wiped down with sanitiser spray in accordance with strict cleaning protocols including door handles, tables, chairs, till systems & card machines