

# RED LION

AT SHADWELL

## OPERATING POLICY UPDATED 07.04.2021

The biggest thank you to you, our amazing customers for the support you have shown over the last 12 months. We are so thankful to see you again. We hope you have stayed safe & well and that you return to find the same local village pub with the same great staff & friendly faces as pre lockdown. Hopefully that was the last lockdown. Regardless we will continue to do all we can to be compliant to the guidelines & as a result, open to serve you. The following guidelines are applicable until May 17<sup>th</sup> when we hope to be able to welcome you inside again.

- ✓ With limited capacity we recommend you make a **RESERVATION** for both food & drink bookings to ensure we can accommodate you – all customers must be seated to be served.
- ✓ **TRACK & TRACE** – Every customer over the age of 16 must complete the track & trace details or log in with the NHS app.
- ✓ Entry to the premises is **NOT PERMITTED** other than for use of the toilets – which are located in the entrances to the building
- ✓ Maximum group size is **SIX** from mixed households - or **2 households** for groups of 6+
- ✓ We continue to operate **full table service throughout**. There is no service at the bar
- ✓ We ask you to continue to observe **2 metre distancing at all times** & follow floor markings as indicated

### A couple of new points to note

- ALL customers **MUST WEAR A FACE MASK** when entering, exiting & moving around inside the venue. You may remove your mask when seated at your table
- **LAST ORDERS** will now be 21:30 with the pub closing at 22:00 (Sunday to Thursday) 22:00 for 22:30 closing Friday & Saturday
- ✓ **ENTRY** – Please speak to a member of the team on arrival to be seated
- ✓ Reservations are for 2 hours and we ask that you vacate your table promptly so allow for sanitisation before our next guests arrive
- ✓ Please do not bring extra guests without first calling to let us know, they will not be permitted entry
- ✓ Children must be supervised **AT ALL TIMES** & stay seated at the table
- ✓ Please do not move tables or chairs they are positioned where they need to be
- ✓ Tables are available to book on our covered decking area, gazebo & our outdoor terrace tables
- ✓ Cash payments are accepted but card payments are preferred for convenience and safety
- ✓ There is additional signage around the pub for extra clarification please familiarise yourself or ask a member of the team
- ✓ Sanitiser stations are also placed at the entrance and exit. Hand washing facilities are in the toilets as usual

For the continued foreseeable there will be no quiz nights, band nights or party bookings.

Your continued understanding and co-operation is what will allow us to stay open and we thank you in advance for the part you will play in helping us to doing that. Your safety & wellbeing continues to be our first priority. As always we can never say a big enough thank you for your support, Richard & Kirsty