

RED LION

AT SHADWELL

OPERATING POLICY UPDATED 19.07.2021

The biggest thank you to you, our amazing customers for the continued support you have shown over the last 3 months since we reopened. We are so thankful to see you again. As the government restrictions have now eased it is our individual responsibility to continue to do all we need to, to ensure we all stay safe & open to serve you.

As we move forward we are asking all customer to adhere to our venue policy:

- ✓ We recommend you make a **RESERVATION** for both food & drink bookings to ensure we can accommodate you
- ✓ Masks are now optional for customers should you wish to wear one to enter, exit or move around the building
- ✓ **TRACK & TRACE** – will now be optional rather than compulsory for customers who wish to continue using the NHS service
- ✓ We continue to operate **full table service throughout**. There is no service at the lounge bar however should you wish to be served at the bar you can visit the taproom
- ✓ There will continue to be no sitting or standing at the bar
- ✓ We ask you to continue to observe a safe distance from other tables & customers
- ✓ **LAST ORDERS** will now be 21:30 with the pub closing at 22:00 (Sunday to Wednesday) 22:00 for 22:30 Thursday & 22:30 for 23:00 closing Friday & Saturday

- ✓ **ENTRY** – Please speak to a member of the team on arrival to be seated
- ✓ 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
- ✓ Sanitiser stations are also placed at the entrance and exit. Hand washing facilities are in the toilets as usual

Your continued understanding and co-operation is what has enabled 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