

RED LION

AT SHADWELL

OPERATING POLICY UPDATED 23.09.2020

The biggest thank you to you, our amazing customers for the support you have shown over the last 10 weeks. It's been wonderful to see you all again. We hope you found us to be the same local village pub with the same great staff & friendly faces as pre lockdown. As we continue to do all we can to stay open and compliant we will be making some amendments to our operating policy in order to meet the updated guidelines announced September 22nd.

Not too much will change from what we are doing already however here's a quick reminder of the important stuff:

- ✓ With limited capacity we recommend you make a **RESERVATION** for both food & drink bookings to ensure we can accommodate you
- ✓ **TRACK & TRACE** - Reservations require the lead booking name, contact number & total number of guests
- ✓ Maximum group size is **SIX**
- ✓ Groups must not include people from more than **2 households**, as per Government guidelines
- ✓ 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 the venue. You may remove your mask when seated at your table
- **LAST ORDERS** will now be 21:30 7 days a week with the pub closing at 22:00
- ✓ **ENTRY** - Is via the Tap Room door where you will be shown to your table by a member of the team (Guests with mobility requirements please advise at the time of booking)
- ✓ **EXIT** - All guests are asked to exit the building at the Lounge door
- ✓ Reservations are for 2 hours (up to 4 people) 2.5 hours for groups of 5-6 people
- ✓ 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 in the lounge, tap room, our new covered decking area & 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