

## Our Response to COVID-19

On the 20th March, Zazu's Pubs joined the rest of the UK hospitality sector in closing our doors for an unknown and anxious period of time. Overnight our business was plunged into uncertainty, but our top priority had to be maintaining the health and safety of our staff and customers. On the 4th July, we are overjoyed to be reopening and can't wait to welcome you all back. However, the pub scene as you know it has changed significantly, and it would be unwise to assume that things will be able to go back to "normal" straight away.

Our prime concern is the safety of everyone in our sites; minimising contact and adhering to government rules and medical advice while providing a high level of service and keeping our pubs accessible and enjoyable. This will mean a few changes to how we operate, so we ask for your patience for the inevitable bumps along the road..!

One of our biggest concerns during the shutdown and gradual reopening has been the wellbeing of our close-knit groups of staff; physically, emotionally and financially. As a company, Zazu's employs over 100 people, and we are happy to say that we have been able to make use of the government furlough scheme to keep our staff in employment throughout this uncertain time. In returning to work, we are committed to supporting our staff, especially those more vulnerable or at risk. Additionally, our policies are in constant review to keep all Zazu's staff members up to date on the current government and medical advice and what practices to follow.

Community has always been at the centre of Zazu's pubs and now that we are easing out of lockdown we can get back to what we do best! We aim to provide a safe space to socialize and look forward to welcoming you back into a secure and friendly environment. During these first steps of reopening, we'll be finding our feet and because of this we'll be putting our usual promotions on hold – except, of course, our NHS discount (with valid I.D.). In time, as we gradually return to normalcy, we'll bring back our great offers and discounts – watch this space! We want to be able to continue to support our local community and the foundation of this is stability and finding our routine in this "new normal".

With our doors now back open, we would like to extend our thanks to you, our locals, for your continuous support and kind messages during the closure.

**We can't wait to see you all soon! xxx**