

Our Response to COVID-19: An Update 4th Nov 2020

As of Thursday 5th November we have entered a second lockdown period and our pubs have closed their doors to the general public.

Food & Drink Takeaway: Westbury Park, The Knowle, The Greenbank

While you will NOT be allowed to enter the pub we are providing a collection service.

- You MUST call (not email) in advance to confirm your order and collection slot
- There will be a designated collection area by one of the pubs entrances
- Wear a mask at all times in the collection point & sanitize hands upon arrival
- Respect staff and other customers - social distancing must be adhered to
- Pay by card/contactless upon arrival of collection - no cash
- No congregating or lingering outside the pub
- Please respect any other instructions issued by our devoted staff

Regularly updated menus are found on our socials and website. Get in touch!

Hotel Rooms: The Alma, The Bear Bath

Gov guidelines state that while holiday stays are not permitted, there are some essential trips which allow us to keep our hotel business open.

Examples of essential trips include, but are not limited to, the following:

If you are unable to return to your main residence, need accommodation while moving house, need accommodation to attend a funeral, or require accommodation for work or voluntary purposes.

Should anyone be found exploiting these rules and essentially breaking the law, the police will be called and you will be asked to leave the premises with no refund.

All usual COVID guidelines will be fully in place:

- Masks must be worn in communal areas
- Sanitize hands before entering communal areas
- The bar and restaurant will be closed and hotel guests may not enter at any time
- Respect staff and other guests - social distancing must be adhered to
- No congregating or loitering in communal areas

You will be asked to confirm your arrival time in advance as staff will be waiting on site specifically to greet you. While we understand that last minute changes sometimes happen we ask you to remain in communication with us should this occur.

Christmas Bookings

Currently we are scheduled to come out of lockdown on the 2nd December, however should lockdown continue past this date, any Christmas bookings with prepaid deposits will be fully refunded to the card holder. Please get in touch for further information regarding Christmas bookings.

Our Response to COVID-19: An Update 23rd Sept 2020

As a company and as a community, we have been navigating the rules and regulations surrounding the containment of COVID-19 for the last few months and closely following government updates. We are sure that you are aware of the new rules put in place this week (21st September) and want to update our policies to reflect these.

Our prime concern remains 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. With this in mind, please be aware of the following updated policies, and remember: **do not come to the pub if you have any symptoms.**

Face Coverings

You will now be required to wear a face covering upon entering and exiting the pub, and at any time you are not seated (this includes going to the loo or popping outside). Please do not forget your mask as we will not be able to allow you inside the pub without one (and we'd hate you to miss out on that hard-earned pint!). Remember, even if you plan to sit outside you will need a mask to enter the building.

“Rule of 6”

The current regulations stipulate a maximum of 6 people in any social group - this extends to pubs and so we can only accept groups of 6 people or less. This applies both inside and outside the pub. Note that the previous “2 households or less” rule does not apply and so your group of 6 may be from mixed households. This rule extends to work groups, sports teams etc. and we ask our customers to help support us by adhering to this rule.

Table Service

After reopening, we operated a table service only pub. This will remain unchanged, and is now mandatory across England. Please wait to be seated and don't approach the bar.

Opening Hours

In compliance with new government rules, all our pubs will now close at 10pm. This means that customers must leave the pub by 10pm - last orders will be at 9.30pm. Again, we ask our customers to help us follow these rules by leaving the premises in a timely manner. We will be happy to provide you with a disposable receptacle for any unfinished drinks, and can offer takeaway for anyone who wants to continue the good times at home. Be aware that our food service times will change to reflect this - but remember that we offer takeaway on all menu items and will continue to offer this until 9pm.

Track and Trace

Since reopening, we have been operating a track-and-trace system in all our pubs; from Thursday 24th September we will be using the official government NHS Test and Trace app. This is a mandatory track and trace system as stipulated by the government, and we ask for your patience with any bugs or issues (this will be out of our hands!). We will of course keep a

pen-and-paper list in place for any customers who experience issues with the NHS app. You will need to download the app to use this service.

As always, we ask you to please use **sanitizer** provided, follow **instructions** from staff, pay attention to **signage** and do your best to keep **distanced** from other customers while in our pubs.

We would like to extend our continued thanks to our patrons for your support, your custom, and your positive attitudes during this extended period of uncertainty. We are navigating this strange time as best we can and couldn't do it without your help!

Cheers and stay healthy!

Zazu's Pubs xxx