

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 are feeling unwell.**

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:

<https://play.google.com/store/apps/details?id=uk.nhs.covid19.production>

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