



COVID-19 OPERATING PROCEDURES

This document serves as the template for re-opening The Hatch Public House and should be adhered to strictly. Anyone failing to comply will be requested to leave the premises immediately.

ANYONE SUFFERING FROM ANY SYMPTOMS OF COVID-19 MUST NOT VISIT THE PUB

Physical distancing

Please ensure that you maintain and respect physical distancing requirements (presently 1m +, but ideally 2m).

Some tables will not be in use in order to allow sufficient space between tables. Please do not sit at these tables (it will be clear if the table is not in use).

No-one will be permitted to stand or sit at the bar to consume drinks/food.

Due to limiting factors in the pub's design, it will not usually be possible to seat two different households together at the same table inside. Only one table (with a capacity of 4) is available for use inside by members or two different households (including support bubbles).

Outdoor tables may have a maximum of 6 people from any number of households. Gatherings outside of more than 6 people must only occur with members of two households.

The maximum number of customers permitted in the premises is 30. Once this capacity has been reached, no more customers will be allowed into the premises.

Government Track & Trace Scheme

We are required to record the contact details of at least one member of any party which visits the pub. As such, all parties visiting the pub must have at least one registered customer. Forms may be completed on arrival.

Any person to develop symptoms of COVID-19 after visiting the pub (if within 14-days) must email the pub to inform us. We will then liaise with interested parties to decide on the way forward.

Service & ordering

Please do not come up to the bar to order food or drinks.

An ordering app has been developed for the pub, and this is the preferred ordering method.

If you are unable to order via our app, staff will come to your table to take your order (you may need to grab their attention gently) and will deliver drinks to your table.

Drinks will be placed at the end of your table for distribution amongst your party.

Please be patient if the pub is busy; staff will deliver food and drinks as swiftly as possible.

Paying

The preferred method of paying for your drinks is by pre-payment. As a registered customer, one may add credit to their 'account' which will have the value of food/drinks deducted from it. This credit will never expire. Should there be insufficient credit available, staff will request that you top the value up.

Should you not wish to add credit to your customer account, payment via card is the next preferred option.

In all cases, please refrain from multiple purchases if possible (i.e. set up a tab).

Children and dogs

Both are welcome to join parents/owners at the pub, but please ensure both are always kept under close supervision and are not allowed to wander around the premises.

Cleaning & hygiene

Please ensure that you maintain a high level of personal hygiene, including using the hand sanitiser available throughout the premises. Please also use the anti-bacterial soap when using the facilities.

Cleaning and disinfecting of all tables (inside and out) and lavatory facilities will occur regularly. Likewise, 'touch-points' will be cleaned throughout opening hours.

ANYONE SUFFERING FROM ANY SYMPTOMS OF COVID-19 MUST NOT VISIT THE PUB