

COVID-19 STATEMENT



THE BULL
— DITCHLING —

THE BULL IN DITCHLING - CONTINUING TO KEEP YOU SAFE

We were thrilled to open our doors again in July but would like to take this opportunity to assure you that we continue to take your safety very seriously in these new and somewhat different times.

Our aim is always to create a safe place for both our team and customers, making sure you all feel as comfortable as possible during your time with us whilst not taking away from the enjoyment of being in the pub.

We consider the following measures to be practical and manageable to ensure that this is possible:

- a) The installation of ten automatic, hand sanitiser dispensing points throughout the premises for our staff and customers to use during their shifts/visits.
- b) Front of house staff will be wearing face masks and customers will also be expected to wear face coverings when moving around the inside of the pub (*however this does not apply when you are seated at your tables*).
- c) We now have to close at 10pm - this will mean that tables are now bookable up to 8:30pm (Mon-Sat) and 7:30pm on Sundays. This may be subject to change dependent on government guidelines.
- d) Table service will be offered in all areas of the pub, including the outside seating areas.
- e) Customers will be expected to 'sign in' on arrival via the NHS Track & Trace App - QR codes for this are displayed in various points throughout the building.
- f) The placing of Perspex screens at any points in the building where we feel it adds extra protection for both staff and customers - including bars, reception and at both service points in the outside garden bar.
- g) All public soap dispensers and taps in the washrooms are automatic and therefore 'handsfree'.
- h) All cutlery has been wrapped to minimise potential physical contact.
- i) All menus are now digitally available via QR codes on tables or physically available on disposable menus - every guest will receive a new and unshared menu.
- j) All tables will be fully sanitised between each guest's visit. All touch surfaces and touch points throughout the building will be subject to regular cleaning at 30-minute intervals throughout every shift. Staff will be requested to sign cleaning records accordingly.
- k) Appropriate signage has been installed throughout the premises to support our measures and offer clarity on our new policies.
- l) All staff are required to either wear gloves or to sanitise hands every 30 minutes throughout their shift.
- m) All staff are trained and requested to adhere to social distancing measures, unless impossible to do so (*such as when serving a table*).
- n) The removal of tables and reduced capacity across the pub and garden areas, to offer more comfort and safety to our staff and guests.
- o) If customers would prefer to be outside, we have availability on the terrace and in our heated & weather proof garden tent - distancing measures will also be in place within these areas.

We hope the above offers you all comfort and peace of mind during your time at The Bull, but if you do have any concerns or suggestions, please feel free to share them with us at any point and we will do our best to improve things for you where possible.

We look forward to welcoming you to the pub,
Much love,
Dominic, Molly and The Team Xxx