

Company Name	The Mayfield			Title	COVID-19 Safe Working Risk Assessment
RA Reference Nos		New Assessment	X	Review	Annually, or periodically following significant changes in guidance
Date of RA / Review		Review		Business Type/ Work Activities	
Assessor / Reviewer					
People Involved (Estimated numbers of people at risk)					
Employees		Contractors		Any other relevant information	
Visitors		Members of the Public	N/A		
Clients Employees	N/A	Others	Unknown		

Hazard	Risk	What control measures are currently in place?	Risk Rating L / M / H			Actions / Next Steps (If nothing extra is required, please write "Nothing Required in Further control column	Revised L / M / H		
			L	M	H		L	M	H
PRIMARY RISKS FROM COVID-19									
The primary risks are as listed below, and include the three main transmission routes of the virus. The control measures are general, and are addressed in detail throughout the main body of this assessment.									
Airborne/ Droplet Infection (e.g. through sneezing, coughing etc.)	Risk of contracting COVID-19 through airborne droplet infection	<ul style="list-style-type: none"> Minimal numbers of employees in any one area Distancing of employees from one another PPE – wearing of masks if in proximity to other members of staff if wished by an individual Signage – reminders to cough or sneeze into your sleeve or a tissue and dispose of it immediately 				Risk will be higher when patrons return July 4 th Risk is low during preparation for restart but risk will be controlled on opening by assessment and good practise			

COVID-19 – SAFE WORK RISK ASSESSMENT

Hazard	Risk	What control measures are currently in place?	Risk Rating L / M / H			Actions / Next Steps (If nothing extra is required, please write "Nothing Required in Further control column)	Revised L / M / H		
			L	M	H		L	M	H
Infection through person to person contact	Risk of contracting COVID-19 through contact with others	<ul style="list-style-type: none"> No immediate person to person contact (e.g. shaking hands) Minimal numbers of employees in any one area PPE – Gloves to be worn if there is a likelihood of accidental physical contact (e.g. customer service, cashier etc.) 			M	<ul style="list-style-type: none"> PPE to be issued on inductions 			L
Infection through person to object contact (e.g. door-handles, keypads etc.)	Risk of contracting COVID-19 through cross-infection due to multiple people coming into contact with high-touch areas	<ul style="list-style-type: none"> Regular, recorded disinfection regime for high-contact areas (e.g. door handles, computer equipment, keypads, kettles, washroom fittings etc.) With the patrons returning this is now a vital part of this assessment process 			M	<ul style="list-style-type: none"> Signage – e.g. reminding staff of the importance of disinfecting/ sanitising after use Personal Hygiene – Display correct handwashing procedure, and the importance of personal hygiene as an effective control against COVID-19. 			M
Note: All PPE Must be signed for on induction Employees must inform the organisation when they are running low on PPE stock									
STAFF									
Current Government instructions being followed for reopen on 4 th July staff will be given full instructions and support and full inductions									

COVID-19 – SAFE WORK RISK ASSESSMENT

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			L	M	H		L	M	H
You should plan for the minimum number of people needed on site to operate safely and effectively.									
Requirement to Work / Number of employees on site	The more employees on site, the higher the potential risk of cross-infection	<ul style="list-style-type: none"> Staffing levels to be kept to a minimum but also a level to safely deliver the product 			M	<ul style="list-style-type: none"> Risk is currently considered to be low providing control measures are observed 			
Travelling to and from work	Commuting using public transport raises the risk of infection	<ul style="list-style-type: none"> Employees are encouraged to avoid public transport where possible, and use a personal vehicle or cycle or walk where appropriate 			M	<ul style="list-style-type: none"> If employees are unable to avoid public transport, consider allocating work that can be undertaken remotely. 			M
Arriving at/ Departing from the workplace	Access / egress points can be areas that involve a high degree of person-to-person and person-to-object contact	<ul style="list-style-type: none"> Regular sanitisation / disinfection of door-handles/ keypads etc. Hand Sanitiser station at main (shared) entrance, along with a stock of masks and gloves (for use where required) 			M	<ul style="list-style-type: none"> Risk is considered to be low providing control measures are observed. 			
Break Times	Break times are traditionally times for social congregation and interaction, raising the risk of infection	<ul style="list-style-type: none"> Numbers of staff on site minimal Staggered break times to avoid high numbers of staff using facilities Staff to make only drinks for themselves, not for other members of staff OPS manager to monitor staffing on reopening to ensure staff welfare is maintained 			L	<ul style="list-style-type: none"> Risk is considered to be low providing control measures are observed. 			

COVID-19 – SAFE WORK RISK ASSESSMENT

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			L	M	H		L	M	H
Staff Hygiene	Regular and thorough handwashing has been identified as an effective control against the spread of Coronavirus	<ul style="list-style-type: none"> Hand Sanitiser stations to be installed throughout the building, especially in high-contact areas 			M	<ul style="list-style-type: none"> Risk has been managed to a currently acceptable level providing control measures are adhered to. 			
Clinically Extremely Vulnerable Staff Members	Clinically Extremely Vulnerable people have a very high risk of severe effects from COVID-19	<ul style="list-style-type: none"> Staff members designated as 'Clinically Extremely Vulnerable' are required to stay at home until notified by their GP that this is no longer required 			M	<ul style="list-style-type: none"> Risk is currently considered to be low, providing control measures are observed. Note: When Clinically Extremely vulnerable personnel return to the workplace, their situation must be Risk Assessed. 			
Clinically Vulnerable Staff Members	Clinically Vulnerable People have a high risk of serious effects from COVID-19	<ul style="list-style-type: none"> Staff members designated as 'Clinically Vulnerable' are assigned work schedules and tasks that keep them protected and away the patrons as this would increase their risk and there PPE to reviewed so that they are protected to a safe level 			M	<ul style="list-style-type: none"> Risk is currently considered to be low, providing control measures are observed. Note: Where Clinically Vulnerable staff members are not able to work from home, controls are to be put in place and their duties to be monitored 			
THE ORGANISATION TO REVIEW AND CONTROL THE TASKS AND ROLES OF ANY PERSON DEEMED TO BE CLINICALLY VULNERABLE									

COVID-19 – SAFE WORK RISK ASSESSMENT

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			L	M	H		L	M	H
Staff with special requirements	Some staff members (due to disability or other characteristic) may have special access or other requirements	<ul style="list-style-type: none"> All employees requiring special consideration will be risk assessed, and control measures specific to their requirements put in place 			M	<ul style="list-style-type: none"> Risk is considered to be low, providing control measures are observed. 			
Staff with special requirements can include any members of staff with one or more of the protected characteristics as defined in the Equality Act 2010. These include staff with disabilities and expectant mothers. PROTECTED CHARACTERISTICS. It is an employer's duty to ensure that these individuals are afforded the same opportunity to attend work									
Staff members potentially infected with COVID-19	Infected staff members present in the workplace will hugely increase the risk of the disease spreading within the organisation and to the patrons and has the potential for localised spike in infections	<ul style="list-style-type: none"> All staff members who display potential symptoms of COVID-19 (or who share a household with someone who has symptoms) are required to stay at home and isolate in line with government guidance Recorded temperature checks upon signing into work using a touchless thermometer Staff members are encouraged to check their own temperature prior to leaving for work 			M				
Staff Awareness	Lack of factual awareness of COVID-19 can lead to confusion, which in turn could result in potentially infected people coming to work, or those at work not taking control measures seriously	<ul style="list-style-type: none"> All staff to complete a health screening questionnaire before returning to work (attached as appendix to Remobilisation Plan) All staff to be informed of the control measures as detailed in this Risk Assessment (either via website, email, or recorded letter) 			M	Basic information on COVID_19 to be given on induction of staff and signage will be around the site both in the public areas and staff only areas			M

COVID-19 – SAFE WORK RISK ASSESSMENT

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			L	M	H		L	M	H
Miss –Information about the Virus and the Government rules	Risk of the wrong actions be taken	<ul style="list-style-type: none"> Staff to be given factual information on COVID-19, including the symptoms, and actions to be taken etc. All staff members to be made aware that no negative opinions will be held if they are requiring to isolate due to suspected symptoms etc. <p>Better to be safe than sorry!</p>			H	<ul style="list-style-type: none"> Put in place extra staff training where required (e.g. on new processes or equipment). 			
DON'T ATTEND IF YOU HAVE SYMPTOMS									
Symptoms presenting whilst at work	Infected staff members present in the workplace will hugely increase the risk of the disease spreading within the organisation	<ul style="list-style-type: none"> Staff who begin to present symptoms whilst at work are required to return home immediately and seek medical advice (using the NHS 111 Coronavirus Service) Report to management immediately so control measures can be put in place 			H	<ul style="list-style-type: none"> Risk has been managed to a currently acceptable level providing control measures are adhered to. 			
WORKING, CARRYING OUT TASKS AND EVERYDAY OPERATIONS									
All areas of working will carry their own specific risks and control measures.									
Controlled numbers of patrons inside the premises FOH and kitchen and prep areas the organisation to monitor staff with the interaction of patrons	Potential for contact with a number of other staff members in (usually) close proximity	Staff to review work practises once a work pattern develops with the site going Live and the introduction of Patrons and the interaction that will come to the fore			H	<p>Note: These are new actions and systems so we must be adaptable to change as we go</p>			

COVID-19 – SAFE WORK RISK ASSESSMENT

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COVID-19 – SAFE WORK RISK ASSESSMENT

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			L	M	H		L	M	H
		participants (see examples in Remobilisation Plan)							
Training	Potential for contact with a number of other staff members in (usually) close proximity	Staff Training to be undertaken in the large function room at the Mayfield with room for social distancing			M	Note: Training traditionally requiring physical contact (e.g. First Aid) will need to be modified for safety whilst these restrictions are in force.			
Moving around the building	Potential for unnecessary contact whilst moving around the building with staff and customers signage and training and supervision	<ul style="list-style-type: none"> • Staff to given full instructions on site movements • Staff to pay attention to other personnel, and keep the minimum 1m distance at all times • Patrons to be advised in signage 			M	<ul style="list-style-type: none"> • Risk will have to monitor as doors open and true practise is revealed. • NOTE this is new practise for all concerned so we will need to adapt as we go 			
SAFE RETURN PLANNING FOR DAILY OPERATION INCLUDING FOH AND GENERAL OPERATIONS									
CONTRACTORS AND DELIVERIES TO SITE									

COVID-19 – SAFE WORK RISK ASSESSMENT

<p>Any works during the live opening period to authorised by ops manager and risks to controlled</p>	<p>Potentially infected contractors could increase the risk of infection, this could jeopardise the re-opening</p>	<ul style="list-style-type: none"> Only work deemed essential is to be undertaken by contractors whilst site prepares for the introduction of patrons 			<p style="text-align: center;">M</p>	<ul style="list-style-type: none"> Risk to be controlled to an acceptable level providing control measures are observed. 			
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			L	M	H		L	M	H
Contractors and Visitors to site not following hand hygiene rules and systems	Bringing the virus into the site	<ul style="list-style-type: none"> Risk assessments and good practise 			M	Advise all to site what is expected			
Delivery Processing	Potential for infection due to contact with delivery personnel or contaminated goods	<ul style="list-style-type: none"> All delivered items (where appropriate) to be disinfected or sanitised upon delivery Delivery drivers only to enter the premises if absolutely necessary (this includes using the toilet if required), and time spent within the premises to be kept to an absolute minimum Delivery drivers to wear masks and gloves whilst in the premises Staff members engaging with delivery drivers etc. to wear face masks and gloves 			M	<ul style="list-style-type: none"> Delivery drivers to undergo a temperature check prior to entry to the premises Consider thermal fever screening upon entry, using a fixed or hand-held fever screening system. 			M
Internal Visitors (employed by the same company, but at a different location)	Potential for infection due to contact with extra personnel, or confusion in the case of differing protocols	<ul style="list-style-type: none"> Any internal visitor to undergo a site safety induction, including COVID-19 control measures, prior to visiting or entering the premises 			M	<ul style="list-style-type: none"> Internal visitors to undergo a recorded temperature check upon entry. 			M

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			L	M	H		L	M	H
					H				H
The public returning to the premises all be it in controlled numbers and with systems in place.	Potential for infection due to contact with visitors to the site	Sanitize stations limited numbers allowed in control and limitations to site Staff inductions training and supervision. Full inductions and risk assessments and good practise			H	Monitor and review as the site opens up to ensure that the actions taken are working and that the staff are happy and communicating with the organisation			H
BUILDING									
Measures taken to ensure the building is kept as clean and infection-free as possible									
The Mayfield site is now in readiness for opening with restrictions on numbers entering and control measures in place for the control of the spread of the virus, including new systems of cleaning and hygiene across the site SYSTEMS ACCESS PPE FUMIGATION	A high standard of general hygiene and sanitisation has been identified as an effective control measure against the spread of infection and this this is being bolstered by additional measures both in the Public House and the rooms to reduce the risk	<ul style="list-style-type: none"> Building to undergo regular disinfection by a proprietary sanitisation contractor Ops manager to introduce additional measures including single use menu sheets and controlled cleaning The public areas will have recorded cleaning records this will be reviewed as the operation settles into the opening 			H	Full training of staff with the fumigation fog system and detailed records of cleaning across the site to be kept Staff trained at Induction with ongoing training and supervision throughout the opening period One cleaner per room in rooms to avoid overlap ffp3 equipment is available			

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			L	M	H		L	M	H
Access and Egress points under the arrival of patrons are a hazard if not properly managed	Access / egress points can be areas that involve a high degree of person-to-person and person-to-object contact	<ul style="list-style-type: none"> Regular sanitisation / disinfection of door-handles / keypads etc. Hand sanitiser stations are installed at both Access/ Egress points Staggered arrival times for staff in staff access doorways and control of the patrons by signage and meet and greet point to avoid too many people arriving at any one time Hand Sanitiser station at main (shared) entrance, along with a stock of masks and gloves (for use where required) 			H	Plan and implement action Ensure that the necessary materials are always available and monitored to ensure there is no shortage as this would jeopardise the operation and could damage the reputation of the organisation			
Toilets and wash rooms in the FOH area on opening will be controlled by numbers entering and signage	Washroom facilities are high-contact areas frequented the patrons will need to be maintained with documented recording of cleaning Personal hygiene can also be a factor and difficult to control if there is a failure of personal care	<ul style="list-style-type: none"> Toilet facilities are cleaned regularly Signage is in place to remind of the importance of correct personal hygiene procedures 			H	This area of the operation will require extra care and attention from the organisation			

COVID-19 – SAFE WORK RISK ASSESSMENT

Ventilation	<p>Forced airflow (e.g. through the use of fans/ heavy air conditioning) could contribute to the spread of droplets</p>	<ul style="list-style-type: none"> No portable or desk fans to be used All ventilation to be natural – i.e. open windows where possible Where this is not possible, air conditioning must be kept on low to avoid too much air movement 			M	<ul style="list-style-type: none"> Consider the use of antimicrobial filters for air conditioning systems where this applies. 			M
EMERGENCIES & FIRST AID									

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			L	M	H		L	M	H
Emergency evacuations and situations calling for the use of First Aid will require a modified approach, within reason									
Emergency Evacuation	Potential for injury due to fire or other emergency event, as well as the heightened potential for cross infection due to inevitable contact with others during the evacuation	<ul style="list-style-type: none"> Fire actions to be carried out as normal though without any distancing measures on any evacuation Ensure all personnel are present, staff to disperse to promote safe distancing, on roll call of staff and safe muster for patrons 			H	<ul style="list-style-type: none"> Ensure that any changes made to Emergency Evacuation plans are trained out to staff immediately. 			H
Government Guidance indicates that an emergency evacuation is to be regarded as an extenuating circumstance (e.g. Social Distancing should not be regarded as a priority where this would impede a safe evacuation). However, where control measures are able to be safely observed, they should be.									
First Aid Situations	Increased potential for infection due to necessity for person-to-person contact	<ul style="list-style-type: none"> Mouth-to-mouth discouraged, in favour of 'compression only' CPR PPE (such as aprons, gloves and masks) to be kept with every First Aid Kit to protect First Aiders if required First Aid Trained members of staff to be given advice and information regarding COVID 			M	<ul style="list-style-type: none"> Consider acquiring new equipment (such as resuscitation masks equipped with a safety valve, or mask & bag equipment) to be able to give rescue breaths safely Any new equipment or process is to be trained out to relevant staff immediately. 			
PPE									
Supply and correct use of personal protective equipment									
Correct ppe is to be made available to all staff house keeping ffp3 s etc	Improper use of PPE negates its effectiveness,	<ul style="list-style-type: none"> All personnel are to be trained in company requirements and the correct use of any PPE supplied 			H	<ul style="list-style-type: none"> Risk is considered to be low providing control measures are observed. 			

COVID-19 – SAFE WORK RISK ASSESSMENT

OVERVIEW FOR MAYFIELD SITE PROPOSED OPENING PREPARATIONS

Hazard	Risk	What control measures are currently in place?	Risk Rating L / M / H			Actions / Next Steps (If nothing extra is required, please write "Nothing Required in Further control column	Revised L / M / H		
			L	M	H		L	M	H
Risk of spread of the virus through bad practise and failings of the organisation	Contraction of Covid 19	Risk assessments,training and Supervision planning and resources			M	To monitor the first days of re open to assess if the systems are working and if need STAR stop, think, assess ,review			
Poor management of our own house keeping whilst concentrating on the return of patrons to site we must ensure our own standards do not slip	Risk of de railing the opening schedule and damage to repute	Risk assessments Training and supervision			M	Thorough induction and safety briefs before opening			

THE ORGANISATION TO SHOW ITS CUSTOMERS & STAFF THAT IT HAS DONE EVERYTHING POSSIBLE FOR A SAFE RETURN

MAYFIELD SOFT PLAY.....

CONTROLLED RE OPENING

Date

ASSESSMENT & METHOD STATEMENT COVID RE- OPEN

TASK	HAZARD	ACTION	✓	x
OPENING SOFT PLAY AREA MAYFIELD	CONTRIBUTING TO THE SPREAD OF COVID -19	CONTROLLED CONDITIONS FOR THE OPENING OF THIS AREA /LIMITED NUMBERS /CLEANING /SCHEDULES/TRAINING & SUPERVISION		
PLAY AREA EQUIPMENT	SPREAD OF THE VIRUS FROM CONTACT WITH SOFT PLAY ITEMS	REDUCE THE AMOUNT OF FREE STANDING ITEMS/CONTROLLED ACCESS/SUPERVISION/CLEANING		
ENTRY INTO SOFT PLAY AREA	FAILING TO CONTROL ACCESS & CONTROLLING THE TIMES	SUPERVISION/SIGNAGE /MANAGEMENT TO CONSIDER CHARGE OR TOKEN ACCESS		
CLEANING OF AREA	SPREAD OF VIRUS/GENERAL HYGEINE ISSUES/DAMAGE TO REPUTE/	CONTROLLED TIMED 2HRS OPERATION FOLLOWED BY 30MIN WIPE DOWN COMBINED WITH REGULAR EVENING FOGGING & ALREADY INSTALLED AIR PURIFICATION		
CONTROLLING ENTRY	TO MANY ON SITE AT ONE TIME INCREASE THE RISK OF SPREAD AND REDUCES ANY CHANCE OF CONTROLLING SOCIAL DISTANCE	REDUCED CAPACITY 15 AS OPPOSED TO NORMALLY 30/ SANITIZER ON ENTRANCE /SIGNAGE/DESIGNATED STAFF MEMBER TO CONTROL ENTRY AND MONITOR THE AREA DURING THE PLAY TIME		
RECORDING ACTIONS	FAILURE TO LOG ACTIONS LEAVES THE ORGANISATION VULNERABLE TO CLAIMS	THE MANAGEMENT TO LOG AND FILE CLEANING RECORDS AND GIVE CLEAR INFORMATION TO STAFF AND PATRONS ALIKE WITH CLEAR TIMETABLES DISPLAYED		

METHOD STATEMENT

1/ DEEP CLEAN BEFORE SITE OPENS THE ORGANISATION HAS AND USES COMMERCIAL FOGGING PRODUCTS	
2/THE OPERATION OF THE AREA TO BE SUPERVISED AND NUMBERS CONTROLLED BY MANAGEMENT(options being considered include payment for the area or token this is for the operations manager) SIGNAGE AND CLEAR INSTRUCTIONS TO BE DISPLAYED BY SUPERVISING THE AREA THE ORGANISATION IS SHOWING GOOD PRACTISE FULFILLING DUTY OF CARE INSIDE THE EVER CHANGING COVID SECURE REGULATIONS	
3/BEFORE THE SITE IS OPENED UP TO PATRONS THE SMALL PLAY PIECES THAT WOULD BE HANDLED MORE THAN THE RIDGID FRAMED PLAY AREA ARE TO BE REMOVED	
4/ THE PLAY AREA AFTER A 2HR USE IS TO BE CLOSED FOR A 30 MINUTE WIPE DOWN BY THE MEMBER OF STAFF APPOINTED BY MANAGEMENT (this member of staff to be given the correct PPE and training and given clear guidelines what is expected in the wipe down period) THE CLOSING OF THIS AREA FOR CLEANING IS A VITAL PART OF, A SAFE RE OPENING SIGNAGE MUST BE IN PLACE AS THIS COULD CAUSE SOME PATRONS, TO COMPLAIN ETC THE MANAGEMENT TO MONITOR THIS AS WE GO FORWARD TO ENSURE , THAT STAFF ARENT EXPOSED TO ABUSE FROM PATRONS WHEN CLOSING SITE	
5/ THE PLAY AREA IS TO BE RUN AT HALF CAPACITY UNTIL GOVERNMENT GUIDANCE OR LEGISLATION CHANGES AGAIN SIGNAGE AND INFORMATION TO MADE AVAILABLE SO THAT PEOPLE KNOW HOW THE AREA IS OPERATING	
6/ MANAGEMENT TO LOG ALL CLEANING AND HAVE A CLEANING LOG CLEARLY DISPLAYED THIS SHOWS GOOD PRACTISE AND COULD BE USED IN THE EVENT OF CLAIMS AGAINST THE ORGANISATION	

MAYFIELD LIVE ENTERTAINMENT.....

CONTROLLED RE OPENING

Date

ASSESSMENT & METHOD STATEMENT COVID RE- OPEN

TASK	HAZARD	ACTION	✓	x
PROVISION OF LIVE MUSIC	CONTRIBUTING TO THE SPREAD OF COVID -19	CONTROLLED CONDITIONS FOR THE OPERATION. AREA CORDONED OFF PROMOTING SUFFICIENT SOCIAL DISTANCE BETWEEN PROVIDER AND CONSUMER.		
ACCESS AND EGRESS	SPREAD OF THE VIRUS FROM INCREASED MOVEMENT	REDUCE THE AMOUNT OF PATRONS. SEATING PROVIDED AND NO FREE STANDING ALLOWED.		
	FAILING TO CONTROL ACCESS & CONTROLLING THE TIMES	SUPERVISION/SIGNAGE /MANAGEMENT TO CONSIDER CHARGE OR TOKEN ACCESS		
CLEANING OF AREA	SPREAD OF VIRUS/GENERAL HYGEINE ISSUES/DAMAGE TO REPUTE/	AREA CLEANED THOROUGHLY PRIOR AND AFTER THE EVENT. NOISE TRANSMISSION MONITORED AND KEPT TO A MINIMUM.		
CONTROLLING ENTRY	TO MANY ON SITE AT ONE TIME INCREASE THE RISK OF SPREAD AND REDUCES ANY CHANCE OF CONTROLLING SOCIAL DISTANCE	REDUCED CAPACITY. SANITISER STATIONS AT ALL ENTRY POINTS WITH INCREASED SIGNAGE		
RECORDING ACTIONS	FAILURE TO LOG ACTIONS LEAVES THE ORGANISATION VULNERABLE TO CLAIMS	THE MANAGEMENT TO LOG AND FILE CLEANING RECORDS AND GIVE CLEAR INFORMATION TO STAFF AND PATRONS ALIKE WITH CLEAR TIMETABLES DISPLAYED		

METHOD STATEMENT

1/ DEEP CLEAN BEFORE SITE OPENS THE ORGANISATION HAS AND USES COMMERCIAL FOGGING PRODUCTS	
2/THE OPERATION OF THE AREA TO BE SUPERVISED AND NUMBERS CONTROLLED BY MANAGEMENT SIGNAGE AND CLEAR INSTRUCTIONS TO BE DISPLAYED BY SUPERVISING THE AREA THE ORGANISATION IS SHOWING GOOD PRACTISE FULFILLING DUTY OF CARE INSIDE THE EVER CHANGING COVID SECURE REGULATIONS	
3/NOISE RECORDING LEVELS MONITORED EVERY HOUR. ENTERTAINMENT PROVIDERS TO READ RISK ASSESMENT BEFORE THE EVENT AND ACCEPT TERMS SET OUT IN SAID ASSESMENT	
4/ DOOR SUPERVISORS TO BE INSTRUCTED OF CAPACITY OF THE VENUE AND HELP WITH THE MONITORING OF CUSTOMER BEHAVIOUR WHILST IN THE BUILDING	
5/ I ORDER PAYMENTS ENCOURAGED WHILST SEATED REDUCING CONTACT.	
6/ MANAGEMENT TO LOG ALL CLEANING AND HAVE A CLEANING LOG CLEARLY DISPLAYED THIS SHOWS GOOD PRACTISE AND COULD BE USED IN THE EVENT OF CLAIMS AGAINST THE ORGANISATION	

Our Guest Experience

Adhering to social distancing guidelines we have reduced the number of tables available (where necessary) within our bar and restaurant.

To help us keep you as safe as possible we are asking the following:

On arrival all guest are required to check-in with the NHS track & trace or provide us with details.

Please arrive at your allocated time, this will help us seat you at your table without any congestion with other guests.

Unless seated, guest are to wear a mask at all times. All orders will be taken by a member of staff at your table or our order & pay app can be used.

When visiting our venues please be aware of other customer's personal space.

Accommodation reservations – in addition to our stringent cleaning and hygiene standards we have introduced some additional measures to make our guest experience as comfortable and safe as possible, these are stated in your confirmation emails.

To further enhance the guest experience whilst promoting social distancing, we are introducing order & pay / click & collect through or existing collection app.

'We're good to go' our venue is compliant with the industry standard and supporting kite mark. Fully adhering to government guidelines our COVID-19 risk assessment is available here.

We are collecting the following information from our customers:

Name _____ Phone number _____ Date and time of visit _____

This data is collected only used to facilitate 'track and trace'. It is kept secure and will be deleted after 21 days.