

Marneys Village Inn

Update on Reopening

Here at Marneys we have been working hard in order to reopen the pub in a safe and secure manner. While we are excited to open the doors to all our patrons we also understand that the business has changed dramatically, and we need to adapt.

Whilst closed we have been working tirelessly to adapt our procedures to create a safe and environment for our staff and our customers. All staff are receiving detailed training in our new way of operating to combat the spread of coronavirus.

You may not agree with all of our decisions but we would ask that you respect them, and also respect our staff who will be enforcing them. Please understand that the all decisions have been made with your safety in mind, if you are requested to adhere to a rule by the staff please take notice and abide by the request.

We will be opening on Saturday 4th July, with the following changes to our business:

- We will be working a booking system only, it is very unlikely that we will be able to accept any walk-ins with space being at such a premium. We will be reserving tables for 2 hour time slots with a maximum of 8 guest (if the customers are from 1 or 2 households) or 6 guests (if the customers are from multiple households). Card details will need to be provided to secure your booking.
- We are required to provide you with our code of conduct which you will need to agree to prior to your visit.
- You will need to provide contact information, as this may be required for track and trace.
- Our bar and kitchen menus will be limited, to enable us to minimise staff numbers and simplify our procedures.
- We will be operating a 2 metre social distancing rule, as we have the space to do so and believe that this will help reduce the spread of coronavirus & keep you safe.
- We will be operating as an outdoor business only for the foreseeable future, access to the toilets will be allowed for customers during opening hours.
- The toilets will operate with a one in one out rule. They will also be cleaned and disinfected at regular intervals throughout the day.
- All our staff are provided with PPE including gloves, face masks, and are instructed to wash their hands between the serving of customers.
- Clear signage will be present and visible throughout your visit, to help you stay safe and socially distant from other customers.
- You will be able to order and pay completely contact free through our app, details will be provided prior to you visit. We would ask everyone to please use the app where possible. Where not possible we would please request you have the ability to pay by card or phone using the contactless method.
- Markings have been introduced in order to ensure social distancing is adhered to, there will also be a one way system for the safest possible flow around the premises.

- There will be a host present at the entrance to the premises who will direct you to your table and explain any special procedures that are in effect. Please do not enter the premises until instructed to do so by a member of staff.
- All food and drink will be served in single use disposable containers, please feel free to bring your own glass to decant your drink into should you so wish. Please take note that no one is allowed to consume their own food or drink on the premises.
- Hand sanitising provisions are available throughout the premises.
- All services will be regularly clean and will be sanitised between bookings.
- Staff will receive training on new guidelines as required.
- A health and safety manager will be appointed for each shift to ensure all measures that have been put in place are adhered to.
- All staff will be required to complete a health questionnaire prior to returning to work daily.
- We will be requesting that all staff and patrons travel to our premises avoiding public transport where possible.
- Guests will be required to stay at their booked designated table whilst on the premises, the only concession for this will be when using the toilet facilities.
- No one will be permitted to be inside the premises unless using the toilet facilities.

We understand that this is a lot to take in, and we appreciate your co-operation in what we are trying to achieve. Our main aim is to keep you safe, deliver a superb service and allow you to have fun. Look forward to seeing you soon

Regards

Tom Duxberry
Landlord
0208 398 4444