

# COVID-19 STATEMENT

Update: 12<sup>th</sup> August 2020

Our doors are now open and ready to welcome you back to our restaurant and bar for both food and drinks! In accordance with Government guidelines, we have social distancing measures in place, alongside hand sanitiser throughout the pub for you to use. We ask that you practice social distancing where possible and use the sanitiser at the stations provided when appropriate.

For FAQs please scroll down.

This is our pledge to all our customers and staff to ensure their safety:

1. We will take reasonable steps to follow the Government's Covid-19 Secure Workplace Guidelines
2. Every team member will be trained in new health and hygiene related procedures and their responsibility to customers and colleagues
3. Rigorous cleaning will be implemented, on top of our usual day to day cleaning, and all staff will be trained accordingly
4. Hand sanitiser will be required to be used by all customers and will be all at all entrances and exits
5. Tables and chairs will be cleaned thoroughly after each guest has left and all public places will be regularly cleaned
6. Tables will be positioned 2m apart
7. It is advisable to book to guarantee a table in our restaurant, bar and garden dining areas. Booking can be done via e-mail only [thebell@ramsbury.com](mailto:thebell@ramsbury.com).
8. Please be aware we will need to take your details when you arrive just in case the Government need to implement tracing
9. Menus provided will be disposable.
10. No cash will be accepted at the premises

## **What we ask of our customers:**

1.
  1. Please adhere to social distancing: keeping your distance (2 metres apart where possible) and limiting contact with other people whilst at our premises
  2. Wash your hands regularly
  3. Please do not come if you are feeling unwell in anyway or if you have been in contact with anyone who is ill or experiencing any of the Covid symptoms (including but not limited to: cough, temperature, loss of taste or smell)
  4. Please use cards and contactless payment methods and not cash

See you all soon. Take care. The team from the Bell

## **FAQS**

### **Is booking essential?**

Booking is not essential, but is advisable to guarantee a table in our restaurant, bar or garden area.

### **Will I still be able to come to the pub just for a drink?**

Yes, you can come to the pub for a drink.

### **Is there a maximum number for table bookings?**

We ask all our clients to comply with the Government's rules on this. At the moment the Government advise meeting externally with no more than 6 people outside of your family group and there is no limit to the number from within your family group provided you all live together. We are not able to tell who is family and who is not and we do not know who lives with who so we ask everyone to respect the Government's advice.

### **Have your opening hours changed?**

Yes. Our new opening and serving times are below:

Wednesday – Saturday

A la Carte: 12pm – 2.30pm & 6pm – 9pm

Bar Menu: 12pm – 3pm & 6pm – 9pm

Sunday Menu: 12pm- 3pm

**Will I have to leave my contact details when I visit?**

Yes the Government has asked that all employees and all clients leave their contact details so that if there has been any contact with someone with Covid they can trace those people. You will be asked at the door for your names, emails and contact telephone numbers.

**Will you be limiting numbers inside and in the garden?**

Yes numbers will be limited and controlled so that we adhere to Government guidelines.

**Is the Bell taking room bookings?**

Yes.

**Will you still be offering breakfast?**

Yes, but only for guests staying with us. Breakfast and dinner are currently not served on Monday's or Tuesdays whilst the pub is closed.