

## **Holly Bush Inn - Coronavirus COVID-19**

### **Health and Safety Precautions for Residents and Customers**

The health and safety of our customers is always our greatest concern at the Holly Bush Inn.

In the recent light of the COVID-19 pandemic we have made some changes to our operating procedures to ensure that the Holly Bush Inn remains a safe environment for all.

#### **Social Distancing**

We respectfully ask that all our customers adopt social distancing guidelines by maintaining a safe distance of at least 1m plus from other customers and staff whilst on our premises. We have restricted numbers in the restaurant and increased the available seating in the beer garden.

#### **Table Service**

Drinks and food will all now be served via table service, and we ask that customers refrain from approaching the bar. We are operating a table service, so that you only have to pay once at the end of your stay, reducing contact with bar staff as much as possible. Meal reservations for both breakfast and the evening will have to be booked in advance. Please call us on 01434 240 391 to book your table.

Initially, there will be a smaller menu than usual, but we hope to introduce more choice in the coming weeks. Disposable printed menus will be available on request. Due to increased cleaning and hygiene requirements service may be a little slower at this time, so please bear with us as we are completing tasks as fast as we can.

#### **Room service**

For those who are staying with us you will find that your room has been thoroughly cleaned and sanitised before you have entered it, but unfortunately during your stay with us we will be unable to clean your room. If you need anything such as clean towels, or additional tea or coffee, please ask a member of staff and they will bring it to your room, and leave it outside your door for you to collect. We ask that when you leave us on your last morning you leave your room door/windows open for ventilation.

#### **Hand Sanitising**

We have installed hand sanitising stations in the pub and would ask that both customers use these, and we have provided guidance to staff regarding appropriate hand washing techniques.

#### **Employees**

Employees have been asked not to attend work and self-isolate for the appropriate period (as per current government guidelines) if they are experiencing any symptoms of COVID-19, or if any family member is experiencing COVID-19 symptoms. They have been given training to reduce the spread of infection, including appropriate and frequent hand washing. Personal protective equipment has been made available, e.g. masks and gloves. Surfaces and customer touch points will be sanitised frequently by staff, including door handles, card readers etc.

#### **Guests**

If you are staying with us as a guest, you and the members of your party have a responsibility to keep yourselves and all persons around you safe.

We do not expect anyone to arrive who is showing symptoms of COVID-19 and will ask you to declare this on arrival.

If you experience any COVID-19 symptoms during your stay with us, such as:

Dry cough

Increased temperature

Flu like symptoms

Loss of taste/smell etc

You must inform a member of staff immediately. All your party will be asked to isolate in your room whilst packing and be asked to leave the premises immediately as soon as practically possible. This procedure is to protect both staff and other customers, and we hope you understand and can co-operate with us at this time. Unless you are willing to accept this procedure, unfortunately we cannot let you stay with us a guest at this time.

**Holly Bush Inn, Greenhaugh, Hexham, NE48 1PW Tel: 01434 240 391**