

Customer Journey	Controls by Gwesty Ty Newydd
Pre Booking	<ul style="list-style-type: none"> - Pre bookings of tables is advisable by phone or email.
Arrival	<ul style="list-style-type: none"> - Signs and floor markings are displayed outside and inside the reception area to adhere with social distancing guidelines. - Members of staff on reception always to take Track and Trace details as allocate customers to tables. - Face coverings must be worn when entering the venue until seated.
Walking to Tables inside and outside	<ul style="list-style-type: none"> - One way system in place to minimise contact and to adhere to social distancing guidelines. - Signage and floor markings clearly displayed all around the venue. - Face coverings must be worn at all times unless seated at a table.
Ordering food and drinks	<ul style="list-style-type: none"> - Table service only - Drinks app to order and pay online for drinks. - Food orders will be taken at the table by a member of the Front of House Staff
Food and Drink Service	<ul style="list-style-type: none"> - All food and Drinks will be served by a member of staff. - Only staff members will be allowed to clear and clean tables after use.
Toilets	<ul style="list-style-type: none"> - All customers must follow the one-way system. - Maximum 2 person at any one time to entre the toilet facilities. Signs are displayed outside the facilities. - Face coverings must be worn when leaving the table to go to the toilet.
Paying	<ul style="list-style-type: none"> - All payments will be taken at the table by a member of staff. - Contactless payments are encouraged.
Leaving the venue	<ul style="list-style-type: none"> - All customers must follow the one-way system to exit the venue. - Face coverings must be worn when leaving the table.