

## **GWESTY TY NEWYDD COVID-19 BAR, TERRACE & RESTAURANT POLICY**

### **HOTEL ENTRANCES AND PUBLIC AREAS**

- All customers must report to Reception to sign in, this includes hotel guests, restaurant and bar customers.
- Social distancing applies everywhere including public areas and outside entrances.
- To support the Government's essential emergency measures, we are required to monitor the number of people entering our premises and to keep in line with NHS Track and Trace we will ask for the name and contact number of all members of the party.
- Please help us by respecting social distancing and keep 2 metres (3 steps) apart from others. In some areas there are floor markers to assist with distancing.
- Please do not congregate in any of our public areas. This includes outside areas of the hotel and at entrances.
- DISINFECTION STATIONS: Hand Sanitiser are provided at primary entrances and key high traffic areas, for instance, a station to allow guests to sanitise their hands prior to using the lift.
- HOURLY CHECKS of all washrooms, cloakrooms, staircases - door handles etc in public areas
- CORRIDORS AND PASSAGEWAYS - A one-way system has been put in place when possible to minimize the risk of contact, however there may be inevitable passing of each other in narrow corridors and passageways. This momentary social distancing lapse is OK. Just try to observe whenever possible so wait at doors for others to pass and keep close to the side of the corridor so there is as much distance as possible between you.

### **RESTAURANT, BAR, TERRACE AND FOOD SERVICE**

Once we can open the lounge and bar areas, bar stools will be removed, and lounge chairs will be placed at 2 meters apart. You will be required to follow the one-way system throughout the public area. Our teams will be on hand to guide and direct you accordingly.

- Table service - Food orders will be taken by the Front of house staff member, while drinks can be ordered and purchased online using our designated table ordering App.
- We ask that any empty plates and glasses remain on the tables and be collected by the staff only.
- Table service only- guests will not be permitted to stand at the bar.
- Table reservations is recommended to prevent disappointment.
- Tables and chairs will be positioned 2 meters apart where possible.
- Menus will be limited, and our menus will be single use and recyclable. We will provide menus to share wherever possible to minimise waste.
- Increased frequency of cleaning with hospital-grade disinfectants on all high-touch surfaces and shared space.
- Tables and chairs will be cleaned and disinfected thoroughly after each use.
- PPE will be available for all Team members.
- Cutlery, crockery, and glassware are cleaned and disinfected after each guest use.
- No buffet service will be permitted.
- Open displays of food will not be permitted.
- CONDIMENTS can no longer be left on tables– They must be provided by staff on request and retrieved as soon as possible to allow effective disinfecting between being used by wiping down with Disinfectant. CUTLERY can no longer be left on tables and pre-wrapped cutlery will be provided upon ordering.

- **CUTLERY, GLASSES, CUPS, ETC:** All non-disposable tableware must go the dishwasher for one full intensive wash cycle. Items must be allowed to air dry and must be stacked away with clean sanitised hands. Cutlery must be polished dry before being pre-wrapped again for use with clean sanitised hands.
- **SERVING TRAYS:** Disinfecting of returned trays must be done in between use.
- **DRINKS FRIDGE:** Staff must have clean sanitised hands when restocking cans and bottles in the fridge.
- Dining times will be staggered to ensure social distancing can be adhered to.

**DISINFECTION STATIONS:** Provide stations at primary entrances and key high traffic areas.

At the end of each day the antiviral fogging machine will be used in all public areas of the hotel.

As usual we will be keeping up with the cleanliness of our toilets facilities.

## **PAYMENT PROCEDURES**

- **CASH PAYMENTS:** Hands must be thoroughly washed with soap and water for a full 20 seconds as per Company Procedure at regular intervals after accepting cash payments.
- **CARD MACHINE PAYMENTS:** Should a Customer be unable to make a contactless card payment or they handle the machine, the unit must be retrieved and wiped down and sanitised.
- **CASH REGISTERS:** Periodically wipe the operating till face with virulent Disinfectant at regular intervals in between Customers during trading hours.

## **TEAM MEMBERS**

- All team members have been re-trained in line with Covid-19 guidelines. New cleaning process for hygiene and cleanliness in all areas of the hotel.
- Hotel team members will be provided with the adequate amount of PPE to ensure they can continue to work in a safe way whilst offering true customer service.
- All team members will be required to receive temperature checks on arrival for work.
- Any team member with symptoms or someone in their household who has symptoms will self-isolate in line with PHW guidelines.
- Team members are discouraged from sharing of equipment, however when equipment must be shared e.g. telephones, keyboard, mouse and stationery. Equipment will be sanitised after every use.
- Hand sanitisers and hand washing facilities are available for each team member.