



Balfour Hospitality Safety Protocol for both Staff and Customers - Covid-19

Responding To COVID-19

- Please wear a face covering at all times whenever you leave your table. Our staff will wear face coverings in any interactions with our guests.
- Each customer will be required to give their email address and telephone numbers on arrival, this information will be provided to the government “track and trace” initiative should it be requested. The data will only be held for 21 days unless you consent to your details being added to our database. We have Track & Trace QR codes displayed for you to use the NHS COVID-19 app. We ask that if you or any accompanying persons are showing any symptoms of Covid-19 that you postpone your visit.
- Under current Government regulations we will be welcoming parties of up to 6 people from multiple households or two households of up to 12 people
- You are welcome to use our toilet facilities inside the building.

Cleaning & PPE

- All surfaces which are accessible to staff and customers will be sanitized every hour. The frequency will be increased depending on customer numbers.
- All external doors will be kept open when weather permits, in the event of closure door handles will be sanitised every 30 minutes.
- When toilets are open these will be cleaned every hour and the frequency will be increased dependent on usage.
- Staff will wash hands every 30 minutes with soap and water, however disposable gloves will be worn when carrying out cleaning duties.

Distancing Responsibly

- We have taken all reasonable steps to maintain a safe and social distance throughout our pubs. In line with government guidelines 1m+ social distancing will be observed.
- From 12th April 2021, guests will be able to dine and drink at our properties in their outside spaces and gardens only.
- Please keep movement around the pub to a minimum and observe any directional flow promoted by the pub.

Food and beverage service

- As per government guidelines, there is table service only, the bar is not accessible to customers. On arrival to the pub customers will be met and seated to their table by a member of the team.
- Staff will wash and sanitise their hands prior to handling clean glassware and immediately after handling dirty glassware.
- A trained staff member will collect, sanitise and clean in our high temperature dishwasher. Staff will wash and sanitise their hands prior to handling clean cutlery and plates and immediately after handling dirty plates and cutlery.
- In accordance with the government regulations, we require all customers to be wearing a face-covering when visiting our pubs and restaurants, unless seated at a table to eat and drink.

All these guidelines will be reviewed on a regular basis and amended to reflect both changing government guidelines and common-sense safety practices.