

WELCOME BACK PLAN

THE FOX AND HOUNDS, SHAWBURY



PLANNING IS NOW EVERYTHING

- Since lockdown began on Friday 20th March 2020, COVID-19 has had a huge impact on the hospitality industry.
- We are all in the process for finding a way to adapt to a “New Normal”
- We have been using the term a lot since lock down and that is Planning is Everything.
- We are constantly working hard to make The Fox and Hounds safe for customers and staff to visit us again.

OUR OPENING PLAN

- The Pre Opening Sanitising Programme
- We have sourced an outside company called Filter Environmental. They are an Approved COVID-19 Sanitising company that produces an environmentally-responsible and sustainable sanitiser and disinfectant, ideal for providing a COVID-19 free workplace.
- They will visit The Fox and Hounds and sanitise our Kitchen, Restaurant & Toilet Areas to ensure that we are ready for re-opening.

OUR OPENING PLAN

RESTAURANT SAFETY CHECKS

- We have done a risk assessment in accordance with new opening guidelines to ensure staff and customer safety.
- What this means is that we have been looking at how many customers we will be allowed to sit in the restaurant and where they can sit to adhere to the social distancing rule.
- Advanced Bookings Advisable on 01939250600 or our Website
- Please try and vary the times of your visits to help



OUR OPENING PLAN ENTERING THE FOX AND HOUNDS

- We will be asking customers to wait at the door for a member of team to take you to your table and explain how things work. Also to keep an eye on the number of people we have in at any one time.
- Our tables will be spread apart and your order will be taken from you at the table, this includes the garden areas. Our tables will appear surprisingly bare as napkins, cutlery will be bought out with food and condiments will be served in sachets on request.



SOCIAL DISTANCING

- Please respect yours and others personal space, by maintaining a social distance where possible.
- They'll be Sanitising Stations on the way in, with more at key points inside.
- This is also the reason why we are encouraging bookings only, even just for a drinks for the time being.
- Families with children should be reminded that they are responsible for supervising them at all times and should follow social distancing guidelines.

GATHERINGS

- Indoor should be in groups of up to two households (*including support bubbles*).
- Outdoor gatherings of 6 people or less can be from any number of households. If your outdoor gathering is of 7 people or more then all should be from no more than two households (*or support bubbles*).
- At busy times, those without prior bookings may be asked to queue
- We'll try our best to get everyone a table, it may not always be possible.
- We will ask for contact details from a member of each group as per the Government 'track and trace'. This information will only be used for this purpose.
- These are in order to keep everyone safe.

OUR OPENING PLAN

ORDERING FOOD & DRINK INSIDE

- We will be operating table service policy where our team will seat you at your table with menus.
- Our team will then come and take your drinks order and your food order to save queueing at the bar.
- Once you have finished your meal our team will bring the bill to you and organise payment at your table.
- Our tables won't be set up in the usual way with cutlery and sauces already on the tables. Our team will bring this to you once you have ordered.
- Our Menus that will be handed out to you will be newly printed as we are only using them once.



OUR OPENING PLAN DOG FRIENDLY PUBS

- As most of you know we have been a Dog Friendly establishment.
- Unfortunately we will not be allowing Dogs into the restaurant until further notice.
- We are advising Dog Owners to please use the beer garden where water will be provided.
- Apologies for any inconvenience cause. We hope to change this rule as soon as we can.

OUR OPENING PLAN

ORDERING FOOD & DRINK OUTSIDE

- You will be given a table and you will be able to place your order for food and drink from the table. We will be unable to run tabs for outdoor dining during this time. We do ask that you pay for all meals and drinks when you order them.
- Your orders will then come through to the bar and the kitchen and our team we'll be happy to deliver this to your table.
- Drinks for outside can be served in disposable glasses on request.
- Apologies for any inconvenience caused.
- We kindly ask that customers do not return their used glasses as we will collect them from the tables.

