

THE ROYAL GEORGE

- IRSHA STREET, APPLEDORE —

Our Current Health and Hygiene Standards – Our Hotel Rooms

We take great pride in maintaining the highest standards of cleanliness and hygiene.

Given the effects of COVID-19, we have taken additional measures at The Royal George today, developed in accordance with government guidance to make our cleaning and hygiene protocols even more rigorous:

- Our hotel team receive ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our public areas (including lobbies, staircases, door handles, light switches, public bathrooms), and have continued the use of EN14476 compliant disinfectant.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.
- We have increased the deployment of hand sanitizers.
- Communal areas, we request that you show patience and practise a one in and one out system in corridors and stair wells.

What to Expect During Your Stay? As you know, the way we travel looks a little different right now, so we wanted to ensure you had the latest list of what to keep in mind when you prepare to travel to us. Please reach out to us if you have any questions.

- **Social Distancing.** Social Distancing continues to be a recommended or required practice in public settings. We've adjusted common areas to help guests adhere to these guidelines. During your stay, please be mindful of other guests and Team Members and maintain the suggested 2 metres of distance.
- **Masks and Other Protective Equipment.** It is now mandatory to wear a mask when walking around the restaurant. As such, we recommend bringing one with you. We have adjusted check-in and other processes to allow for limited contact with Team Members for continued safety.
- **Hotel Services and Amenities.** For your safety, some services or amenities such as Tea and Coffee Making facilities, paper products, shampoo, extra pillows and throws have been removed (if you require these items, please request them

from our house keeping team). Our daily housekeeping service of your room during your stay has been suspended.

- **We kindly request that if you are symptomatic of COVID-19** you cancel your Stay
- **If develop symptoms** of COVID-19 during your stay we request that you inform us immediately and return home by private vehicle if you are able to safely.

Our Current COVID-19 Practise, Health and Hygiene Standards – Our Restaurant.

We take great pride in maintaining the highest standards of cleanliness and hygiene.

Given the effects of COVID-19, we have taken additional measures at The Royal George today, developed in accordance with government guidance to make our cleaning and hygiene protocols even more rigorous:

- Our team receive ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our public areas (including lobbies, staircases, door handles, light switches, Stairs, public toilets) and have continued the use of EN14476 compliant disinfectant.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.
- We have increased the deployment of hand sanitizers.

What to expect during your dinner with us as you know, the way we eat out looks a little different right now, so we wanted to ensure you had the latest list of what to keep in mind when you prepare to eat to us. Please reach out to us if you have any questions.

- It is now mandatory to wear face coverings when walking around the building
- Every diner will be asked to give us their telephone number and name for track and trace reasons before or when they arrive.
- Each booking is permitted to stay at their table for 2 hours.
- We are required by law to close our restaurant at 10pm.
- No one is permitted to order food or drink from the bar.
- We encourage you to pay by card/ contactless payment. Cash is accepted however only one member of staff is allowed to process cash payments.
- Your Food & Drinks will be carried to your table using trays where possible.
- If you are shielding or feel nervous about eating with us, we ask you to stay home and wait until you feel more confident. Or order take out. Give us a call as we might be able to deliver as well if you give us enough notice.
- We will be regularly cleaning, disinfecting and clearly displaying charts of cleaning times of each common touch areas of the pub.
- We will clean and disinfect each table, chair twice and high touch areas between sittings.

- Where possible we will open all out windows and doors to promote fresh air circulation, if you feel you will easily feel the cold, please dress accordingly.
- **Social Distancing.** Social Distancing continues to be a recommended or required practice in public settings.
 - We've reduced capacity to 70% (if all tables are full)
 - We are now making use of a one-way entry and exit system.
 - We have placed markings on the floor to show people where to wait and how to maintain social distance.
 - We have placed signs on the walls reminding people to social distance.
- **Personal Hygiene.** We have placed hand sanitiser stations outside the toilets, at the top/ bottom of our stairs. At the entrance and exit of the restaurant. On the bar and at both Maître D stations.
Our staff are required to clean their hands (for 20 seconds) after each contact with a customer or every 20 mins.
- **Toilets.** They have been identified as a pinch point area of the pub.
 - To try to manage this we have separated the toilets for staff and customers.
 - Our toilets have a 'one in and one out policy". Our customers are asked to queue in the snug, to help them to social distance.
- **The stairs** are a pinch point area and are to be made single household use. Customers and staff as requested to allow those on the stairs to finish their journey before using them.
- **TRG Staff Teams** The FOH staff have been separated into teams who are kept separate from other teams. For example the kitchen team. The only cross over will be with the general manager who will manage both teams.
- **Masks and Other Protective Equipment.** Although it is not mandatory, we strongly recommend that all of our Team Members and guests wear face coverings while in public areas. As such, we recommend bringing one with you. We have adjusted our processes to allow for limited contact with Team Members for continued safety.
- **Soft Furnishings.** For your safety, most soft furnishings for example, extra pillows and throws have been removed (if you require these items, please request them from our team).
- **Customer Patience is requested.** We ask all our customers to try their best to look after themselves and not put themselves into situations where they feel uncomfortable with. Please practice good personal hygiene and social distancing. If you see an area is crowded. Please wait until the area has cleared before entering it. Please be kind, we are all new to this and we might need a little time

to figure out the system that works best. Sometimes the best way to learn is through trial and error.

- **We kindly request that if you are symptomatic of COVID-19** you cancel your dinner with us and rebook for another time. If you begin to suffer from symptoms of COVID-19 during your stay request that you inform us immediately and return home by private vehicle if you are able to safely. We reserve the right check you temperature and to cancel your reservation if we suspect that you are suffering from COVID -19.