



COVID-19 RULES

The team at the Waggon at Hale have all taken part in thorough Covid-19 risk assessment training to ensure the safety of our customers and the complete team.

All potential risks have been identified and the appropriate measures have been put in place to ensure that these are minimised.

Therefore, we please ask that our customers adhere to the following simple rules:

- Please do not visit if you or anyone in your household shows signs of having Covid-19 symptoms.
- Hand sanitising stations are at both the front and back door – these must be used before entering the building.
- Additional surface cleaning has been put into place.
- Every customer will have to provide contact details upon entering the building, these will be held for 21 days for track and trace purposes only.
- You will have to enter through the front door only and exit by the back door and queue to come in where a table manager will greet you and direct you to your table.
- Customers can pre-book a table for inside only, so we can manage inside capacity and to avoid disappointment – outside tables are on a strict first come first served basis.
- Every table has been set out to ensure social distancing is met, therefore occupancy levels will be lower.
- Tables have been set out with social distancing measures in place therefore tables **are not** to be moved.
- ALL customers MUST adhere to the one metre plus social distancing ruling.
- We have put in a one-way system to help with circulation, where possible. However, if customers or staff need to pass where social distancing can not be maintained we ask that you pass back to back.
- We ask that no more than 6 people book from two separate households.
- Customers must be seated at tables – NO standing at the bar.
- Toilets will operate on a strict one in one out system (unless accompanying young children). Please ensure hands are sanitised upon entering. When queuing please keep social distancing measures in place.
- Toilets will be checked by a member of staff every hour to ensure high cleaning levels are adhered to.
- Customers are responsible for the supervision of their children at ALL TIMES.
- Children must sanitise hands before playing on the outside play area it is the parents responsibility to ensure social distancing is kept
- Dogs are welcome but MUST be kept on a lead and kept under control.
- When visiting the animals, please ensure social distancing is maintained and please refrain from touching the animals and their enclosures. Please wash your hands afterwards.
- In the event of the weather changing outside, customers will only be permitted inside if tables are available and social distancing can be observed.



Ordering Procedure

- We ask that all orders, where possible, are placed using our online ordering platform. QR codes for this can be found on every table.
- Where online ordering is not possible, table service will be provided.
- If you can not order online, a disposable paper menu will be given to your party.
- When making a food order, please request at this point any condiments that will be needed – cutlery will be brought out with your food order.
- We will, for now, be serving in disposal food and drink containers to ease with service where possible.
- Please stack all used food containers and plastic glasses at the end of the table for easy disposal.

These are very difficult and trying times for both Waggon staff and our customers, therefore we ask that these rules and guidelines are adhered to so we can all get through this.

Please be patient and considerate to the staff and other customers as we all get used to a different way of pub life.

Thank you and stay safe.

Emma