The Herd

Covid-19 & Hygiene Rules

The Herd and Herb Restaurant and Lounge

The Hardwick Arms Hotel and Bar

Sedgefield

**Welcome**

We are pleased to welcome you to our guidance and conditions information on regarding how we manage our legal requirements at our premises.

UPDATE…

*On the* ***17th of September,*** *the UK Government announced that effective from* ***18th of September****, there are new local restrictions applied for the County Durham area by Durham County Council.*

*This means that we cannot accept bookings together for more* ***than one household*** *and that the premises will be* ***closed from 10pm***

*Existing bookings will be contacted based on household numbers and the timing of booking.*

**Hygiene**

* Here at the Herd and Herb we continue to manage full sanitization of all surfaces between services.
* You can rest assured that you will be dining and drinking in an environment that is managed with due care and attention on the avoidance of Close Contact contamination.
* We ensure that your experience is as clean as we can make it. Sanitisation of the environment continues through service.
* Please use the sanitiser dispenser when you move around the premises. Entering, leaving, re-entering, bathroom visits, all of which should drive you to wash or sanitise your hands

**Spacing**

* The design of the internal seating layout is based on a comfortable dining experience
* Our tables are spaced apart by 2.5m (from the center of the table).
* Different groups (tables) that face each other, are more than 2m apart
* Different groups (tables) to the side or to the back are more than 1m apart

**Opening Times**

Please refer to [www.TheHerdandHerb.co.uk](http://www.TheHerdandHerb.co.uk) or the [www.HardwickArmsHotel.co.uk](http://www.HardwickArmsHotel.co.uk)

The last full table sitting will be 8:15pm. Tables for 8.30pm will be available but please note this will only allow you and hour and a half to be seated at your table and you must vacate the premises by 10pm (preorder for 3 courses is required).

**Please note that the Hardwick Arms Hotel & Bar remains closed for the foreseeable future**

**Reservations**

You are required to have a reservation to enter for dining, or drinks only.

**Normal Reservations** are for a single household and are made online or by phone.

All reservations and made with a refundable deposit of £5 per person.

**Special Reservations** for single households of more than 6 persons are made by phone only.

**Arrival**

On arrival you will be asked to: -

* Wait in the foyer and not to proceed to the restaurant before being checked in.
* Have a temperature scan with “Alice” our biosecurity scanner and to apply hand sanitiser.
* Confirm your name, contact number which is recorded and kept on file for a maximum of 21 days.

All Staff, Contactors and Visitors are logged into the premises after a successful scan.

**The Herd Rules**

The Rules will be explained to you by the Front of House host for the evening who will explain: -

* The **one-way system** in and out of the premises
* The toilet **one out, one in** protocol
* The **table service** and use of **the buzzer** to request service or pay the bill.
* **Card Only** – we are unable to process anything else
* And the limitations on what you can do inside to avoid **Close Contact**

**Space Management**

It is a fundamental piece of our risk management that: -

* Our staff manage their own space to avoid close contact with others
* The space between the customers and themselves to avoid close contact staff and customers
* Between customers to avoid close contact between each other

We all need to avoid instances of **“Close Contact”** so please do not be offended if our staff remind you of our mandatory requirements as below. Avoiding **close contact** helps us to help you.

We have a tried and tested protocol in managing this space:

* A general 1m+ spacing distance is to be observed (face to face)
* There is no co-mingling between tables
* There is no standing at the bar
* There is no moving of furniture
* We will only come into your “1m space” wearing gloves and a mask
* We will ask you not to come into our employees “1m space” without reciprocal PPE
* It is mandatory that all guests remain seated at their tables unless: -
	+ Entering the premises
	+ Taking a - Smoking Break Outside
	+ Taking a - Toilet Break
	+ Departing from the premises

**ANY PERSON FAILING TO ADHERE TO THE HOUSE RULES WILL BE GIVEN A WARNING, FAILURE TO COMPLY WITH THE REASONS FOR THE WARNING WILL UNFORTUNATELY MEAN THE ENTIRE PARTY WILL BE ASKED TO LEAVE THE PREMISE.**