

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.

There were new national measures announced on September 22nd 2020 - Local restrictions for Sedgefield - County Durham

Residents in the region should follow the most restrictive measures - so this means following the local restrictions at this time.

What are the changes for the hospitality venues?

1. The following must close from 10.00pm to 5.00am: - Pubs, bars and restaurants (including hotel dining rooms and members' clubs)
2. During opening hours (5.00am to 10.00pm), venues serving alcohol must operate a table service only for food and drinks - this includes ordering.
3. Those venues who don't serve alcohol can operate counter service, but the consumption of food and drinks should take place at a table as much as possible.
4. Hospitality venues must take reasonable steps to ensure that bookings are not accepted, or customers admitted onto the premises if they:
 - a. are groups of more than one household and support bubble if they will be located indoors.
 - b. or more than 6 people if the group does include multiple households if they will be seated outside.

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 or the www.HardwickArmsHotel.co.uk

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 maximum of 6 persons from any household and are made online or by phone.

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

Special Reservations for single households of more than 6 persons, these 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.