

# The Air Hostess

*Community Pub and Free House*

## Coming to the pub during Covid-19

As pubs reopen, we're all looking forward to getting back to our locals, having a pint and enjoying the social aspects of pub going. In Tollerton we know that this is anticipated even more as our community has worked hard over the last year to buy and transform the Air Hostess into a community pub and free house.

Whilst Covid-19 is still with us things are going to have to look and feel a little different. We all have to consider the risk of catching coronavirus in the things that we do, and we all have to make our own choices in the places that we visit. We want to minimise the risk to you and to our great team at the Air Hostess and want you to know and understand what to expect, and how you can get back to the pub responsibly and safely.

### What we are doing to keep our customers safe

- We are providing clear guidance on social distancing and hygiene to all our customers; by phone, on the website, social media or by email prior to arrival and with a face to face welcome on arrival, signage and visual aids in and around the pub.
- We have reduced the number of tables inside the Air Hostess to make the safest use of space so that you and your guests can feel comfortable in our newly refurbished surroundings.
- We have a detailed cleaning plan, tables will be cleaned between every customer, no reusable items will be left on the table and all of the common areas, toilets and bar will be cleaned frequently throughout the day.
- The refurbished Air Hostess has some great new bi-fold doors. As much as possible we will be keeping these and the windows open to ventilate the pub and bring the outdoors indoors.
- We have a table service only policy and customers cannot order drinks, sit or stand at the bar. You will have a dedicated member of staff providing table service for your area who will observe social distancing when taking your order and payments. They will collect drinks from a dedicated member of bar staff, minimising the different interactions that you, your friends and family have with our staff.
- All of our staff have been trained in keeping our customers and other staff safe and will be following Government advice and strict personal hygiene requirements. Staff will carry their own hand sanitiser and be cleaning their hand between serving each customer.
- Our staff are working in bubbles, with the next shift only allowed to enter the building when the previous shift has departed – and by different routes in and out of the building. Staff will check in with a manager on arrival and any that are feeling unwell or demonstrating symptoms will not be allowed to work and will be asked to undertake a test for coronavirus.
- We know that our customers have different needs and so we will provide an outside bar, outdoor seating, outside toilet and drinks takeaway service to cater for different circumstances.
- We will be regularly reviewing how we work to ensure that we continue to keep our customers and staff safe.

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## What you can do

As well as our plans, we need you to do your bit to help all of our customers and staff:

- Please make sure that you do not come to the pub if you are feeling unwell
- Arrive with all members of your party with no more than two households for indoor tables or a group of at most six people from any number of households for outdoors.
- Please follow our one way system for entry and exit. Please join any queue that has formed and respect social distancing whilst waiting to get into the Air Hostess
- Please wash your hands when you arrive and provide us with your contact details so that we can support NHS Test and Trace at a later date if we need to. We will retain this for the mandatory 21 days in line with data protection legislation and then destroy the information.
- Please stay at you allocated tables except to go to the toilet. We know you'll all be excited to see the new pub but please don't go exploring, you'll get a different table next time! Chairs must not be moved from their allocated position which has been carefully designed to maximise everyone's safety.
- The Air Hostess strives to be a family friendly pub, but we have to ask that customers with children ensure that they stay seated at their table at all times and are accompanied when visiting the toilet.
- Please do not shout or sing. If you wish you may wear face masks or coverings but please pay careful attention to how you will maintain good hygiene of these whilst supping your pint.
- Please respect everyone else social distancing, especially when customers are entering, exiting or accessing the toilets. Please follow any signage and instructions from our staff. Where possible please pay contactless and please wash your hands again on departure
- We have further exciting developments coming to the pub and beer garden, please do not enter any closed areas whilst this work is ongoing.

Please note that customers not following our guidelines to keep everyone safe may be issued a yellow card warning or a red card and asked to leave.

## What we cant do just yet

We're excited to be a community pub and part of our community shareholder's vision for the Air Hostess. We have some great plans for the future but we can't take all of these forwards at the moment.

It is against the law to gather in groups of more than 30 people, except for the limited circumstances as set out in law so we can not organise any community events. In the short term we will not be holding any live music events or other large scale events such as beer festivals, dog shows, petanque matches for the foreseeable future. We also will not be installing a pool table yet – though we remain fully committed to this. Live sport audiences will also have to be smaller and at tables only.

*Thank You*