

SWAN HOTEL WOTTON UNDER EDGE

Customer Charter

1. We will be operating a food table service only – (however this will be reviewed on a regular basis and dependant on circumstances)
2. We will be operating reduced “Opening Hours” - (however this will be reviewed on a regular basis and dependant on circumstances)
3. During off peak periods, we will allow limited social drinking ,observing all social distancing rules and patron behaviour during the business hours submitted
4. We will monitor patron numbers at all times, to ensure safe social distancing throughout our establishment
5. All employees will receive comprehensive “Covid” training and advice
6. There will be no live entertainment (in accordance to government advice)
7. All patrons, must book in advance in relation to any visit to this establishment – (Using our booking systems only) – However this will be subject to review
8. All staff and customers must observe social distancing rules – Which are 2 Meters, however we can go to 1 meter only if we mitigate the risk, which means ensuring these guidance notes are followed
9. Maximum stay per booked visit will be 2 hours (there will be no exceptions)
10. Patrons will be discouraged and prevented from going to the bar and/or any other area within the establishment
11. We will be operating a one-way system which should be observed at all times – However, at times this will prove to be difficult in any such instance we will assist and manage patrons to move around the establishment
12. All our staff will be assigned to a particular work area and duty
13. We will practice and promote “Good Hand Washing” throughout our establishment
14. We will ensure our toilets are regularly checked & cleaned in accordance with our strict cleaning processes
15. We will be operating a “Toilet Key Policy” – Which means patrons must obtain a “key from the Bar” in order to use both female and male toilets – keys on return must be sanitised before any “next use”
16. We will not accept any antisocial behaviour, to include the following, (but not limited)
 - a. Any patron who is unruly, rude, or unwilling to cooperate with any rule or request
 - b. Those patrons who maybe worse for wear, especially on arrival or during their stay
 - c. Any patron who feels unwell or is sick
 - d. Any patron who has not booked in advance
 - e. Any patron who does not follow social distancing or any reasonable request
 - f. Any patron who is unwilling to follow hand cleaning advance
 - g. Let us work together in these difficult and unrepresented time
17. Promote and ensure unnecessary contact and handling of equipment and surfaces
18. Employees will wear PPE at all times and ensure hand gloves are used when pouring, serving, and clearing away glasses, cutlery, and any rubbish
19. Payment for goods and services, should only be made using contactless terminals
20. Our Swan reward scheme will be temporarily suspended during this challenging times
21. Our Children’s soft play area will remain closed during this period
22. There will be new rules on how we serve food to our patrons
23. Our kitchen staff must follow the same rules and work following social distancing , correct PPE and other work practices which will be explained during your training session