

Castle Inn - New & Updated COVID Measures, in line with Welsh Government Guidelines 9th Nov 2020

1. The maximum number of people that can meet in the Castle Inn, without a reasonable excuse, is set to **4**

Up to **4** people (not including children aged under 11 or a person who is caring for someone participating in such a gathering) from different households can meet – but this is a maximum not a target.

The only exception is if more than four people live together in one household, in which case there is no maximum if they meet indoors or in any part of our premises that is outdoors.

The maximum number will be strictly enforced.

A household means a group of people living in the same home. A household can be one person living on their own, flatmates, or a family living in the same home. What is important is that it is always the same people and the same home.

2. We must take all reasonable steps to minimise the risk of exposure to the virus including continuing to ensure compliance with Social Distancing requirements and other reasonable mitigations within the venue e.g. Castle Inn have installed screens between tables where it is not possible to maintain 2m of space and we will maximise ventilation where, when possible.

3. We will control entry in respect of the sale or supply of food or drink for consumption on the premises.

We will advise our customers to pre-book wherever possible with details of all members of the group taken as part of the booking and verified on arrival. This will now include Tuesday - Saturday lunchtime bookings. "Walk-ins" will be welcomed at the bar from the beer garden entrance and all members of the group will be recorded on the daily track and trace document and verified. (Driving licence, Bank Card, Utility Bill etc)

4. Castle Inn will keep records of staff, customers and visitors to support the NHS Wales Test, Trace & Protect. The names of all customers &

visitors, their telephone numbers, date of visit and arrival time will be collected and retained for 21 days. This will be recorded on paper and adhere to General Data Protection Regulations (GDPR). A copy of our Privacy statement can be viewed on the bar notice board or our website.

The NHS COVID-19 app complements the above mandatory arrangements on keeping records of staff, customers and visitors, by providing your customers with the fastest way to see if they are at risk from coronavirus. However the NHS COVID-19 app does not substitute this guidance and is not essential or mandated. The NHS COVID-19 scan code can be seen on the bar door as you enter from the beer garden. This is the only entry point currently in use.

ID verification

5. Customers will be required to provide verification of their name when filling in contact details. Methods of verification can vary but might for example include drivers licence, bank or credit cards. Particular attention will be given to the details of a household group over 4 (not including any children aged under 11 or a carer of a person in the group), where adult customers will need to provide proof of name and address e.g. an electronic or paper based official document.

Pub crawls

6. Castle Inn staff will control customer entry. Customers may stay in the premises for a dwell time of up to 2 hours (120 minutes) for each group.

It is recognised there is a risk that some customers might book consecutive time slots at, for example, a variety of pubs which could increase the risk of the spread of the virus. There is a responsibility on all customers to keep themselves and others safe but the hospitality sector is encouraged to work together to discourage, for example, “pub crawls” in order to also help keep the sector safe and open.

7. Customers must be seated (there will be no seating/ sitting at the bar) when ordering food or drink, when being served with food and drink, and when consuming food and drink.

If paying at the bar, social distancing should be maintained. Only one person maximum to pay at the bar at any one time.

8. Castle Inn last bar orders will be 9:45pm and will stop selling and serving alcohol at 10pm. Castle Inn will be closed (with no members of the public on the premises) by 10.20pm.

9. Any potential waiting point will have signage displayed to remind customers of 2m social distancing except between members of the same household or a carer and the person assisted by the carer.

Face coverings

10. All front of house staff and customers will wear a face mask unless the person is under 11 or has a reasonable excuse not to wear the face covering (e.g. to eat or drink). Additional PPE for staff beyond a mask is not recommended and will not be issued or used. A face shield/visor is not as effective as a face covering and will not be permitted front of house unless there is a reasonable excuse. Visors will be used by all kitchen staff as this is safer in a kitchen environment.

11. The obligation is on members of the public to adhere to the latest travel restrictions. Whilst the Castle Inn is not legally responsible for enforcing these requirements on its customers, we will not help customers break these restrictions. This means that Castle Inn Pembrokeshire Ltd and staff will not knowingly accept customers who have travelled to the Castle Inn from an area where travel is not permitted.

The obligation is on the individual although any business that encourages a breach may also be committing an offence.

12. The maximum capacity for the premises is set at 94 (Restaurant 50 Bar 44) and Castle Inn will communicate this using signage in the bar and restaurant.

13. Castle Inn will ensure customers are fully aware of their responsibilities for observing social distancing and all Covid-19 safety measures using clear signage.

14. Castle Inn's building is not conducive to implement a one way system. However we will only use one controlled entry point from the beer garden and any potential outside queueing area will be managed to ensure they do not cause a risk to individuals, other businesses or additional security risks. The front doors (Bar & Restaurant) are only used as exits. The restaurant front door is only used as an exit when food service has finished and the ice cream/ takeaway collection point has been stored away.

15. Castle Inn will maximise ventilation and enhance airflow by opening windows and propping open internal doors (but not fire doors) where possible.

16. Where possible Castle Inn will deploy fixed teams of staff on each shift to reduce interactivity between team members. In the kitchen Castle Inn will allow for social distancing whilst taking into account the cramped nature in the kitchen,

We are constantly looking for new ways of working, adapting rotes and menus to significantly reduce the number of people working in kitchens at any one time.

Covid secure monitors

17. Designated members of the team are as follows:

Glyn Richards
Alison Richards
Thomas Richards
Elin Thomas

Depending on who is on shift and 'Duty Manager' during all opening hours this team will monitor Covid-19 hygiene and enforcement of social distancing/safety protocols – acting as 'Covid Secure Monitors'.

This is an important role in ensuring a Covid secure environment.

18. Castle Inn appointed a staff representative Elin Thomas 12th July 2020 for all employee related Covid-19 issues. Elin Thomas assisted in completing the COVID-19 risk assessment and will assist with any updates and amendments. Elin Thomas is also jointly responsible with the management team to communicate the risks, guidelines and Castle Inn measures to staff and customers.

19. The maximum number of people that can meet outdoors in the beer garden is set to four. This means that up to four people (not including children aged under 11 or the carer of a person involved in the gathering) from different households can meet outdoors.

The only exception would be if more than four people live together in one household, in which case there is no maximum.

The risk associated with spreading COVID-19 is significantly higher in indoor environments as there is less natural ventilation, Castle uses a pergola with a roof to cover 3 outside tables. Together with occasional use of standard parasols these measures are part of the external

environment. This external environment is part of the premises' risk assessment, included in cleaning regimes, and monitored so as to ensure compliance with social distancing requirements.

21. At present, given the risks of droplets and aerosol transmission from either the performer(s) or their audience, we are not permitted to hold live performances, including drama, comedy or music, to take place in front of a live audience. The restriction on live performances includes DJ acts.

TV broadcasts, recorded music and any other approved forms of entertainment throughout the premises will be kept at background level, and dancing and singing will be avoided. The risk of transmission increases in venues where customers have to raise their voices to be heard. In Wales, fixed numerical limits on levels of sound at source are neither applicable nor supported as measures of the allowable background sound level in venues. This is because the impact of sound will vary considerably between different venues in terms of their size, position of customers relative to the music source, and overall capacity.

Castle Inn COVID monitors are responsible for determining a reasonable background sound level. The sound will not be at a level where conversations will be strained or difficult to understand.

22. Castle Inn will avoid shared activities that would entail people breaching the rules on indoor gatherings e.g. skittles, darts, pool and other 'pub games'. However each proposed activity will be considered on its own merits.

For example, a quiz maintaining separate groups and complying with the rules on indoor gatherings (for example where each group collects a quiz sheet at the beginning of an evening and submits it at the end of the evening) would not necessarily constitute a gathering and could therefore be permissible. This will be considered on a case by case basis.

23. Card and contactless payments will be preferred but cash payments will be accepted.

24. Access to indoor toilets will be allowed. Locks are now fitted to the communal toilets in the bar. Signage now advises customers to lock the door behind them to use as a private toilet. New hand dryers are now fitted in all toilet areas (9th November 2020) to improve facilities and help customers adhere to COVID 19 guidelines on hand drying.



25. Castle Inn will continue with rigorous cleaning and hygiene practices to keep our premises safe. Thorough and regular cleaning of high contact touch points, toilets, tables etc throughout the course of the day in line with our risk assessment & cleaning regime will continue. Castle Inn undertakes deep cleans before and/or after any re-opening after a prolonged period of closure.

26. Castle Inn has available on site a full risk assessment, prepared in line with the Welsh Government and UK Hospitality industry guidance which staff have been consulted on. This is available on our website and bar notice board. This was completed by Glyn Richards, business owner, and Elin Thomas, employee representative, 8th July 2020 and updated 8th November 2020.

Glyn Richards 9th November 2020

Elin Thomas 9th November 2020

Glyn Richards & Alison Richards
For and on behalf of Castle Inn Pembrokeshire Limited