

Covid -19 Risk Assessment Report July 2021

As of 19th July 2021 all legal limits will cease on current Covid regulations – we will maintain our safe approach in line with government guidance.

Our staff and guests' wellbeing is our number one priority. The following report outlines some of our plans on how we keep our staff and guests safe whilst at The Four Horseshoes.

To remain as up-to-date as possible with the changing legislation and industry recommendations, we regularly review & update our risk assessment. Changes are implemented regularly, the team are trained on any policy or procedure changes and we'll regularly update this page with any changes.

Original : July 2020

Reviewed & Updated : October 2020

Reviewed & Updated : December 2020

Reviewed & Updated April 2021

Reviewed & Updated May 2021

Reviewed & Updated July 2021

- Staff & guests are asked not come to The Four Horseshoes if any symptoms of Covid-19 have been experienced by yourself or any member of your household or support bubble in the last 7 days. This includes our B&B, bookings may be refused on this basis.
- **Track & Trace** – We are no longer required to keep details of our guests. We have the NHS App QR codes displayed at the entrances and printed on our menus to use should you so wish, & we can also take your details down the old fashioned way if you'd prefer! We only keep these details for the required 21 days before destroying them.
- Staff undergo regular **health reviews** to ensure their ability to work safely, temperature checks are undertaken at the start of every shift. Anyone displaying any symptom of Covid-19 is asked to go home immediately and self-isolate for at least 10 days.
- **Social Distancing** – All staff and guests are asked to practice the social distancing guidelines that are set out by the government.
- **Face coverings** will be worn by all the team at the Four Horseshoes (unless exempt – in which case a face visor will be worn) at all times.
- **Personal Protective Equipment (PPE)** – All of our team have been supplied with the necessary PPE to safely perform their duties. This includes face coverings for situations that may mean social distancing cannot be observed. Protective gloves are available at all times, and new full length aprons have been

provided as part of a new uniform for our team. Bespoke made protective screens have been placed on the bar to further protect bar staff.

- **Handwashing & Sanitising** – All staff and guests are asked to follow the governments guidelines on regular and thorough hand washing. 15 new hand sanitising stations have been placed throughout The Four Horseshoes (on every entrance and throughout both public and staff areas) for both guests and staff to use. Front of House staff are also provided with their own personal hand sanitiser bottles to wear and use whenever they need to. Guests staying in our B&B can find an individual bottle of sanitiser for them to use throughout their stay with us. Signage is put in place to remind staff & guests alike to continue this good practice.
- **Table Service** – We continue to prefer table service, although bespoke made screens are in place on the bar to allow guests to be served there if they prefer.
- **Table Bookings** – Tables can be booked by simply calling 01379 678777 with no specific notice period needed (i.e. you could call at 12pm for a 1pm table if there is availability). There are no restrictions on party size.

If you need to cancel your booking, please let us know by calling 01379 678777.

We have been able to stagger seating times significantly to reduce any chance of queueing or bunching up, and with the large beer garden we have at The Four Horseshoes, we have been able to ensure tables are separated.

- **Cleaning** – An extensive, rolling cleaning schedule is in place. All team members are involved with the cleaning procedures and have had adequate training to ensure this can be completed safely and with limited or no interruption to the service we provide. All public & staff touch points will be continuously and meticulously cleaned & sanitised.
- **B&B** – Open to all leisure guests again! Extensive & thorough cleaning and sanitising procedures are in place. Bed linens and towels are securely sent to our local laundry company to be cleaned and sanitised before returning to us to be used. All non-essential items have been removed from the rooms without effecting the guests stay. Guests are asked not to attend bookings if they have any symptom or anyone in their household has a symptom of Covid-19. We cannot, for the safety of our team and other guests, accept any booking where this risk is present.

If at any time you have a concern or query as to any of our procedures, please get in contact – call **01379 678777** or email if you prefer **thefourhorseshoes@btconnect.com**

We hope to see you soon, stay safe!

The Management Team at The Four Horseshoes, Thornham Magna.