

The Ship Inn West Stour

Covid 19 Measures In Place

The following are the measures that we are putting in place for safe re-opening. Updates will follow as the government issues further details or changes to the regulations

Staff at The Ship

- Team members will have been trained on the prevention & spread of Covid 19.
- Before starting work, staff will be regularly temperature checked & complete a declaration of health questionnaire.
- Any member of staff showing symptoms will be asked to stay home and follow self-isolation procedures before resuming work.
- Guidelines for staff will be posted back of house for staff to follow.
- Staff will be provided with PPE in-line with guidelines.
- Regular hand washing and hand sanitising stations for staff use are to be available and regularly used to meet health & safety guidelines.

Bar and restaurant areas

- There is visible safety signage at the entrance and throughout The Ship for customers to follow.
- Hand sanitisers have been made available at the entrance and throughout the bars & restaurant.
- The Ship is a 300-year-old building. As such there will be certain areas where it will be tricky to avoid one another. Please be polite & considerate to others and use common sense in these situations.

- When moving around please follow the social distancing rules, the signage on the floors is there to help.
- To meet social distancing guidelines some of our tables and chairs have had to be removed. This means limiting the numbers in both the bar and restaurant areas.
- If you wish to eat with us you will need to book a table in advance. We advise booking well in advance if possible, as with reduced capacity we are booking up fast.
- Drinking at the bar is no longer allowed. Please wait to be shown to a table and place your order at the table, not at the bar.
- Please be respectful of staff following rigorous cleaning procedures. Please do not return your empty glasses to the bar, please leave empty glasses on the table for staff to clear
- We have plenty of room on the patio & in the garden, together with marquees & gazebos to keep you dry. If you wish to eat in the garden, as per the restaurant you will need to book in advance.
- In accordance with government guidelines, we ask that all customers provide contact details to assist with the NHS track & trace procedure. Simply click on "Ship Inn Free Wi-Fi and input your name & number. These details will be stored in accordance with GDPR and will be automatically deleted after 21 days.

Bed & Breakfast Accommodation

- Should you be showing any symptoms of Covid 19, we ask that you call to cancel or postpone your visit.
- Please do not enter the premises if you think you may have symptoms, for details please visit <https://nhs.uk/covid19>
- When coming to stay, please notify us in advance your time of arrival, our checking in process has been simplified
- Your room key will have been sanitised prior to your arrival
- You will be directed to your room. Unfortunately, as per the government guidelines we are not allowed to handle your luggage or show you to your room. However, if

you do have any special requirements in this area, please let us know in advance & we will do our best to accommodate them.

- Check in is usually from 2pm, however given the situation at this time, we may ask for a degree of flexibility.
- Covid 19 information will be made available in all rooms.
- Housekeeping will have the necessary PPE to use, this will be changed between each room.
- Each bedroom and bathroom will be sanitised using a thermal sanitising fogging machine, as well as sanitised and cleaned using high level surface disinfectant. All surfaces & touch points will be fully sanitised.
- Coffee / tea facilities in the bedrooms will have been fully sanitised & sterilised in our dishwasher. You will have individually packaged products; any unused will be changed for new daily.
- Please listen out for others, especially in such areas such as the stairs and corridors. Please be considerate and patient to keep each other safe.
- We will require residents to pre-book a preferred time for breakfast. We are unable to provide a help yourself buffet so all items will be served to your table and we request that you pre-order your choice of breakfast where possible.
- If you wish to eat with us in the evening, due to reduced capacity we request that you make a reservation in advance to ensure that we can accommodate you.
- We wish to keep the checkout procedure as swift as possible. You may settle your bill in person using card / contactless / mobile phone and a full receipt can be e-mailed on to you if required.

The team at The Ship look forward to welcoming you and want all guests to have a relaxed, enjoyable and safe visit. If you have any further questions please do not hesitate to contact us.