



THE OLD HAND AND DIAMOND

The health and safety of our customers and staff is especially important to us.

We have introduced the following hygiene and safety protocol to ensure that you can enjoy your visit with us

Worry free

We will be taking bookings only for food – CALL US ON 01743 884379

There can be a maximum of 6 persons on 1 table

- 1) Please enter the property only from the Main entrance there will be a one-way system in operation exiting by the bottom door roadside
- 2) Please use the sanitiser in the foyer
- 3) Please wait at the marker for a member of staff on arrival to show you to your table
- 4) Our staff members will be wearing face visors
- 5) All tables will be sanitised before and after use
- 6) It will be table service only for food and drink
- 7) We will place a form on the table for you to fill in with your lead persons details in line with the track and trace stipulated by the Government and this will be kept for 21 days
- 8) All cutlery and condiments will be bought to your table after your order is taken, we will use salt and pepper pots which will be sanitised after each use
- 9) The carvery will be in use with a slight change of 1 table at a time and the chefs will plate your meal for you
- 10) Toilets will be cleaned and sanitised regularly, and we request only 1 person at a time unless helping with child or a carer
- 11) There will be Hand sanitisers at various points for staff and customers use
- 12) We will take cash or card payment at the table and the card machine will be sanitised after each use unless contactless is used which of course is preferable
- 13) We will do our best to control movement around the bar and restaurant please help us with this by arriving on time and remaining at your table until departure
- 14) A member of staff will be regularly sanitising all touch points around the pub
- 15) Risk assessments have been updated in line with the Welsh Government guidelines and put in place for our staff

Room Guests

If possible, please advise on your arrival time and reserve table for dining if required

Please enter through main entrance and wait to be shown to the lower bar where you will sign in and be shown the direction to your room

A Breakfast time will be requested

We will not be undertaking any daily housekeeping of rooms staying more than 1 night. Should you require anything during your stay please speak to a member of staff.

Payment on departure by cash or card in lower bar

Our rooms will be thoroughly cleaned and sanitised after every use and we will be paying particular attention to touch points. We will place hand sanitiser in all rooms for your use during your stay.

Our staff will be doing their best to ensure you have a safe and enjoyable visit
But we do ask you to be patient and bear with us while we adapt to this new way of working

Thank You