



## Customer Expectations:

Dear Customer,

While we're delighted to be back trading & having you all join us again, we do have certain expectations of you to help keep everyone safe and us open:

- Please adhere to all government guidelines as pertains to Covid-19.
- Please follow social distancing and safety signage dotted throughout the Plough.
- Please listen to the staff and follow their directions.
- Please wash your hands more frequently (or use the sanitiser)
- Please leave if directed to do so by the staff.
- Please follow your two hour time limit (if required).
- Please be patient but please have a great time here!

In return the staff will:

- Comply with all house rules and government guidelines as pertains to your Health and Safety.
- Take extra precautions to avoid cross-contamination between tables.
- Be courteous and polite.
- Wash their hands more frequently and use PPE when required to do so.
- Clean the toilets with more frequency.

As a result of these extra precautions, service may be a little slower than usual, especially during the early days of re-opening, please be patient and we will do everything we possibly can to make your time here enjoyable!