



COVID Restrictions Lifting **Update for Monday 19th July**

While the restrictions have mostly been lifted in England, we at Zazu's feel strongly that keeping our customers and staff safe, whilst also offering a relaxed and welcoming environment, is of the utmost importance. It is widely reported that cases are on the rise even less than one week before the restrictions are to be lifted, which has led us to decide on our own in-house rules and guidelines for the coming weeks and potentially months.

We also realise that this document is based on general recommendations for our pubs however each of our 5 venues ([The Knowle](#), [The Alma Tavern & Theatre](#), [Westbury Park Pub](#), [The Greenbank](#) & [The Eastfield](#)) are uniquely different and the in-house rules may vary depending on layout, outdoor space, facilities access and clientele needs.

We feel that after 16 very long months of aiming to understand the best way to follow ever changing government regulations and trying to do our absolute best to keep our staff and customers safe, we are well versed in operating safely in this time.

COVID has had a huge impact on our business. Not only seeing beloved friends and family being impacted directly by illness but also because of major recruitment issues, staff isolating, tables cancelling, increased wages, lower revenue, lockdowns, product supply problems, schedule disruptions - to name only some of the issues! We want to do our best to avoid another lockdown.

We ask you, our loyal customers, to please RESPECT our rules, staff and other customers. We can't wait to get back to "normal", but we feel that isn't just yet and we wish to do what we can to get there quicker. Thank you in advance for your understanding and cooperation.

Masks

While masks are no longer mandatory, we are asking all customers to continue wearing a mask while in transit throughout the venue.

- **Customers** - Please read any signage and posters available on site for customer information. We kindly ask you to help us get through this transition period by wearing a mask when on the move in the pub.
- **Staff** - We will be encouraging staff to still wear masks, while they may be a little more relaxed when not in direct contact with another person, or when they are serving outside etc. We wish our staff to feel comfortable but also want them to be safe.
- **Bar Service** - Customer Masks are MANDATORY if the venue offers bar service and you wish to be served at the bar.
- **Exemptions** - We understand and respect that some are exempt from wearing a mask. We kindly ask you to inform our staff on arrival so we do not ask you to put one on. If you prefer to avoid this conversation we advise you to bring your exemption card.

Track and Trace

We will no longer be enforcing track and trace upon entering our sites, however the QR code and sign in sheet will still be available for those wishing to use it. If you have been in our venue and have contracted COVID we kindly ask you to let us know via email so we may monitor our staff and inform other customers to get tested.

Lateral Flow Tests

We ask our staff to do regular testing and to inform us if they test positive. We do not allow staff to enter the building with a positive result or if they are showing any symptoms. We hope you follow this same practice.

Social Distancing

We are excited to be able to offer our venues for larger gatherings indoors, however we expect our in house rules to be followed, for example while swapping tables will be allowed we would prefer customers not to hover standing up - especially near other customers' tables. In June 2020 we removed many of our tables to allow for social distancing, so expect to see some of these back on site within reason. We have 2 venues with events space for parties (The Greenbank BS56DP info@thegreenbankbristol.co.uk and The Eastfield BS94NQ events@theeastfieldpub.co.uk). Please get in touch for private hire.

Sanitizing - As usual, keep at it!

Service Style

As mentioned above each of our sites will have different service styles to accommodate the various factors that make our pubs special and run so well. Most venues will offer bar service for customers sitting outside but will continue table service indoors. This is to reduce the potential for overcrowding at the bar. Some sites may have the space to bring back bar stools however this may not apply in all our venues.

Events

We are delighted to announce that The Alma Theatre is open to full capacity as well as popular pub quizzes in many of our venues and a big events calendar at The Greenbank! Please check out our socials and websites for more information. We have considered the risks and applied all the correct staff training in order to safely bring back our usual programming.

Stay safe Bristol! We hope to see you very soon.
Let's do this together! xx



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