

The Orange Tree's Covid 19 Operating Procedures

The safety of our guests and staff is of paramount importance to us and thus we have implemented the following procedures, in accordance with the hospitality industry's best practice and Government's guidelines:

Accessing The Orange Tree

Entering the OT building will be strictly by the car park entrance only. Exiting the building will be by the front door to the beer garden then immediately turning right to exit through the gateway to the car park. Accessing the garden to dine/drink outside will be from the high street entrance, opposite the bus stop.

Food & drinks service

Inside:

This will not be accessible to begin with but we will update you when new Government guidelines are released.

Outside:

Please enter via the garden entrance, opposite the bus shelter. We ask that you then wait at the outdoor reception desk to be seated. Once seated, full table service will be given, drinks and food will be brought to the table.

Weather:

Unfortunately, the British weather is unpredictable, should it start to rain when you are dining outside, we have parasols on most tables and awnings for some. If we are allowed to bring any guests inside, we will do our best to accommodate this, according to the Government guidelines at the time.

Toilet facilities

For those dining/drinking outside, portaloos are available in Manor Lodge car park to the right hand side of the pub.

Guests dining inside, (when Government guidelines allow), will have use of the indoor facilities. As the corridor is narrow, we have implemented a 'right of way' system, so guests exiting the toilets will have right of way in the corridor.

Baby changing and disabled toilets will remain inside the pub at all times, accessible through the marked entrance.

Customer flow

We have clear signs around the pub and garden asking guests and staff to follow the 'directional flow', this allows everyone to stay as safe as possible. We ask that this is always adhered to.

Cleaning and sanitising stations

A new risk-based approach to cleaning will be implemented and all team members will be trained accordingly. Please use the sanitising stations provided throughout our premises, on initial entry, before and after touching door handles and prior to handling money or food. We recommend that you regularly wash your hands for at least 20 seconds.

Residents:

Check in

Please use the entrance by the car park clearly signposted 'reception entrance/hotel guests only'. We will take payment for the balance of the room, and details of all guests. Check in will be strictly from 4pm only, to give our housekeeping team ample time for the necessary room cleaning procedures.

Breakfast

Breakfast can be served to the room, all breakfast choices to be made by 9pm the previous evening by filling in the option cards provided, and by requesting a time window in which you would like your breakfast to be served. A member of staff will place your breakfast by the door to your room, knock and then stand back, we ask that you respect social distancing while breakfast is served to your room. Breakfast will also be served in the garden or inside the pub, should legislation allow. On rainy days it may be necessary to have breakfast in your room, until the Government guidelines allow otherwise.

In room evening dining

Dinner can be served in your room. We ask that you notify reception to place your order either on check in, or, at breakfast for later that day. We will not be able to serve starters to the rooms.

Housekeeping

During your stay, unless specifically requested, rooms will **NOT** be serviced. If you would like to have your room serviced, we ask that you let us know a specific time when there will be no guests in the room. Housekeeping will need to be booked in advance by notifying reception, this is to safeguard both our guests and our staff.

Check out

On check out please return your key to reception via the car park entrance to drop off the key and pay your final balance.