

BARS RE-OPENING PLAYBOOK



← **DRINK TOGETHER. STAY APART.** →

**THIS ISNT JUST A LIST OF THINGS WE
CAN NO LONGER DO. THIS IS A GUIDE
TO HOW WE CAN CONTINUE TO DO
THE THINGS THAT MAKE US SPECIAL.
WE CANNOT LOSE THE MAGIC THAT
MADE OUR BARS ACE PLACES TO
GRAB A BEER & HANG OUT!**



HELLO, WE'VE MISSED YOU.

IT HAS BEEN LONGER THAN MOST OF US THOUGHT, BUT THE LOCK DOWN OF THE UK AND IN-PARTICULAR THE CLOSURE OF OUR BELOVED BARS AND PUBS HAS BEEN HISTORIC. HOPEFULLY THE LIKES WE WILL NEVER SEE AGAIN! IF YOU ARE READING THIS THEN WE PROBABLY HAVE GOOD NEWS OR ARE EXPECTING GOOD NEWS IN THE COMING DAYS ABOUT THE RE-OPENING OF OUR BARS.

I HAVE BEEN VERY PROUD OF YOU ALL AS A TEAM DURING LOCK DOWN, FROM HOW YOU ALL HANDLED THE CLOSURE OF THE BARS TO SEEING THE SOURDOUGH AND BANANA BREAD PICS ON YAPSTER AS WELL AS HOW ENGAGED AND ACTIVE MANY OF YOU HAVE BEEN OVER THESE 12 OR SO WEEKS IN THE VARIOUS ASPECTS OF BREWD OG LIFE.

THIS DOCUMENT YOU ARE ABOUT TO READ IS LONG, IT IS DETAILED BUT IT CANNOT COVER EVERY ASPECT OF YOUR LIVES AS MANAGERS BACK IN THE BUSINESS. WE NEED YOU ALL TO TAKE THE TIME TO READ THIS BUT ALSO PREPARE YOURSELVES TO BE ABLE TO TURN UP TO WORK AND TAKE A COMMONSENSE APPROACH TO TACKLE UNFORESEEN AND POTENTIALLY CHALLENGING SITUATIONS THAT COULD ARISE. COMING BACK TO WORK AND REOPENING YOUR BARS IS GOING TO BE ONE OF THE BIGGEST RUSHES OF EMOTIONS YOU WILL EXPERIENCE AT WORK, IT WILL ALSO LIKELY BE ONE OF THE BIGGEST CAREER BASED CHALLENGES YOU WILL FACE. WE ARE ALL BUT GUARANTEED TO MAKE SOME MISTAKES, TO HAVE NOT HAVE THOUGHT ABOUT SOMETHING OR COME ACROSS A CHALLENGE THAT IS UNIQUE TO YOUR PARTICULAR BUSINESS, THIS IS WHERE WE NEED YOU TO STEP UP, TAKE ACCOUNTABILITY AS LEADERS, FIND A WORKABLE SOLUTIONS AND NAVIGATE YOUR RESPECTED TEAMS PAST ANY CHALLENGES.

NOT ONLY DO WE WE NEED YOU TO ABSORB THIS DOCUMENT AND IMPLEMENT WHOLESAL E CHANGES, WE ALSO NEED YOU TO BE ABLE TO DO IT WITH CLASS, WITH A SMILE ON YOUR FACE (EVEN UNDER A MASK), MOST OF ALL NOT FORGET THAT THE MAGIC OF HOSPITALITY IS WHY WE ALL EXIST. WE HAVE TO REMEMBER THAT OUR JOB IS ABOUT WELCOMING PEOPLE IN TO OUR BARS, POURING THEM A KILLER BEER AND CREATING AN ATMOSPHERE FOR THEM TO RELAX AND ENJOY!

GOOD LUCK, JB

SERVICE

The technical delivery of a product

HOSPITALITY

How the delivery of that product makes us feel

DANNY MYERS – SETTING THE TABLE



DON'T FORGET THE BASICS

WHEN TAKING IN ALL OF THIS DOCUMENT, LEARNING IT AND THEN IMPLEMENTING IT INTO THE REAL-WORLD DAY TO DAY OPERATIONS OF YOUR BARS IT WILL BE REALLY DIFFICULT TO REMEMBER THE BASIC THINGS THAT GO INTO MAKING YOUR BAR A KILLER PLACE TO BE. ITS ALWAYS A GOOD IDEA WHEN IT IS ALL GETTING BIT COMPLEX ON SHIFT, TAKE A WALK OUTSIDE TO TAKE A DEEP BREATH (MAYBE EVEN HAVE A CIGARETTE IF THAT IS YOUR THING). BUT WALK BACK INSIDE YOUR BUSINESS AND TRY TO FIND FIVE THINGS THAT ARE OUT OF PLACE OR NOT RIGHT, REMEMBERING TO TRY AND EXPERIENCE THE FOLLOWING AS IF YOU ARE A CUSTOMER WALKING IN FOR THE FIRST TIME.

LIGHTING (INCLUDING THE OUTSIDE LIGHTS & SIGNAGE)

MUSIC

TEMPERATURE

ATMOSPHERE

CLEANLINESS



UNDERSTAND OUR CHAOS CONTROL POLICY.

EVERYONE SHOULD BE AWARE OF HOW TO HANDLE CHALLENGING SITUATIONS IN YOUR BARS, BUT IF NOT, THE CHAOS CONTROL DOCUMENT IS HERE TO HELP. MOST IMPORTANTLY THIS DOCUMENT REMINDS YOU THAT YOUR OPS TEAM ARE HERE TO HELP, AND THAT [IT IS NEVER A BAD TIME TO GIVE US A CALL TO ASK FOR ADVICE.](#)

ON TOP OF THIS, IT SHOULD MAKE CLEAR TO YOU THAT WHEN MAKING DECISIONS IN YOUR BUSINESS WE LIKE YOU TO MAKE THOSE DECISIONS WITH THE FOLLOWING ORDER OF PRIORITY. WHEN EVERYTHING IS IMPORTANT THIS LIST SHOULD HELP YOU PRIORITISE BOTH IN DAY TO DAY DECISION MAKING BUT MOST IMPORTANTLY IN A CRISIS.

WHEN EVERYTHING IS IMPORTANT,
SOMETHINGS ARE MORE IMPORTANT THAN OTHERS!

[TEAM / CUSTOMER SAFETY](#)

[CUSTOMER EXPERIENCE](#)

[BRAND PROTECTION](#)

[OPERATIONAL RULES AND GUIDELINES](#)

[FINANCIAL RULES, IMPACT AND STOCK GUIDELINES](#)



INTRODUCTION.

THE NEW REALITY FOR THE HOSPITALITY INDUSTRY A VERY DIFFERENT LANDSCAPE THAN BEFORE.

MANY BUSINESS ARE STRUGGLING, WITH LOTS OF HIGH STREET NAMES CLOSING THEIR DOORS.

WITH REDUCED CAPACITIES AND NERVOUS CONSUMERS, THE SECTOR FACES A HUGE CHALLENGE TO FIGHT FOR SURVIVAL.

SINCE THE CRISIS BEGAN, WE HAVE ALL FOUGHT HARD AS A TEAM TO ENSURE WE:

1. SURVIVE AS A BUSINESS
2. SAVE AS MANY JOBS AS POSSIBLE

AS WE MOVE INTO THE RE-OPENING PHASE, THESE CHALLENGES STILL EXIST.

OUTLINED NEXT ARE SOME OF THINGS WE ARE DOING TO ENSURE WE GIVE OURSELVES A FIGHTING CHANCE.

THIS IS OUR GUIDE TO PROVIDE A SAFE ENVIRONMENT FOR STAFF AND CUSTOMERS BUT CRUCIALLY NOT FORGETTING THE SMALL BITS OF MAGIC THAT MAKE A BREWD OG BAR A GREAT PLACE TO HANG OUT AND ENJOY A BEER.





THE NEW NORMAL.

10 WAYS:

WE HAVE ANNOUNCED TO THE PUBLIC 10 WAYS HOW WE ARE MAKING VISITING BREWDOG BARS SAFER ONE WE REOPEN.

WE LAUNCHED BREWDOG NOW:

WE PREDICT CONSUMER HABIT WILL MEAN OUR NORMAL OPERATIONS WILL INVOLVE MORE DELIVERY ORDERS THAN WE MANAGED PREVIOUSLY.

OUR AWESOME PLATFORM SETS US UP TO MAKE THE MOST OF THIS.

NEW STUFF:

WE HAVE 10 BRAND NEW TOUCHPOINTS TO MAKE THE BREWDOG BAR EXPERIENCE EVEN BETTER.

NEW FOOD MENU:

SOME AWESOME NEW MENU ADDITIONS TO MAKE SURE OUR CUSTOMERS ARE AS EXCITED TO COME BACK AS EVER BEFORE.



THE NEW NORMAL.

IT'S IMPORTANT TO BE PREPARED FOR LOTS OF CHANGES. FROM SAFETY MEASURES, TO THE WAY WE WORK. WHAT OUR CUSTOMERS EXPECT, TO CHANGING GOVERNMENT GUIDELINES, WHICH AS WE SAW PRIOR TO LOCKDOWN CHANGED QUICKLY.

ROLES AND RESPONSIBILITIES WILL BE REVIEWED CONTINUOUSLY TO WORK AS SAFELY AND EFFICIENTLY AS POSSIBLE.

A CERTAINTY IS THAT INCREASED TABLE SERVICE AND CLEANING SCHEDULES ARE GOING TO BE BIG PART OF DAILY LIFE IN HOSPITALITY FOR THE FORSEEABLE FUTURE.

OUR ABILITY TO CHANGE AND ADAPT TO THE SAFETY AND NEEDS OF OUR CREW & CUSTOMERS, (WHILE ADHERING TO GUIDELINES & ADVICE) WILL BE OUR SECRET WEAPON. THIS WILL ENSURE WE SURVIVE AS A BUSINESS AND PROTECT AS MANY JOBS AS POSSIBLE.



OUR COVID SAFETY STRATEGY.

1. CREW SAFETY

OUR NUMBER 1 PRIORITY IS THE SAFETY OF OUR TEAMS, AS WE RETURN TO SERVICE.

2. CUSTOMER SAFETY

IN THE NEW HOSPITALITY CLIMATE, CUSTOMER SAFETY IS GOING TO PLAY A HUGE PART IN THE SUCCESS OF ANY BUSINESS, & WE WANT TO LEAD THE WAY.

3. OPERATIONAL PLAN

A SOLID AND ROBUST OPERATING PLAN, WHICH ADAPTS AND FLEXES IN LINE WITH GUIDELINES AND CUSTOMER EXPECTATIONS. THIS IS OUR MOST IMPORTANT TOOL IN DELIVERING AN AMAZING GUEST EXPERIENCE, WHILST ENSURING OUR CREW AND CUSTOMERS SAFETY.



COVID SECURE CERTIFICATION.

WE ARE WORKING CLOSELY WITH FOOD ALERT TO SECURE COVID-19 SAFE
STANDARD CERTIFICATION OF COMPLIANCE FOR EACH OF OUR BARS.
MANCHESTER OUTPOST WAS THE FIRST BAR IN THE UK TO RECEIVE THIS!

FOOD ALERT WILL AUDIT EACH SITE VIRTUALLY TO ASSESS OUR
IMPLEMENTED STRATEGY PLAN, AND THE PHYSICAL STEPS REQUIRED TO BE
A COVID-SAFE BUSINESS.

EACH SITE WILL HAVE A BESPOKE RISK ASSESSMENT, WITH TRAINING
DELIVERED TO THE FULL TEAM.



COVID-19 SAFE Standard Certificate of Compliance

Certificate no.: 0001

Awarded to: Brewdog - Outpost
144 Oxford Road, Manchester M13 9GP

Date issued: 20th May 2020

Food Alert Limited hereby certifies that the above operation
met the requirements of the 'Food Alert COVID-19 Secure
Standard' when audited.

Signed: _____

Position: Operations Director

Date: 20th May 2020



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Note: The 'Food Alert COVID-19 Secure Standard' represents best practice at the time of audit and
does not guarantee ongoing compliance with Government requirements



WITHOUT US, WE ARE NOTHING.

OUR PLAN IS TO ENSURE EACH AND EVERY ONE OF YOU COME BACK TO WORK IN A SAFE AND SECURE ENVIRONMENT.

FROM GETTING TO AND FROM WORK, CARRYING OUT WORK TASKS, DEALING WITH CUSTOMERS AND BEYOND. THIS PLAN IS HERE TO GUIDE YOU THROUGH ALL ELEMENTS OF WORKING PRACTICES.

ON TOP OF THIS, EACH BAR HAS ITS OWN UNIQUE SET OF OPERATIONAL CHALLENGES, WHICH WILL BE ASSESSED AND MANAGED ON A SITE BY SITE BASIS VIA RISK ASSESSMENTS.



TRAINING.

BEFORE COMING BACK TO FULL SERVICE, ALL CREW MUST COMPLETE THE 'READY TO SERVE' LEARNING PROGRAM.

THIS HAS BEEN DESIGNED TO HELP THE SECTOR REOPEN FOR TRADE, WHEN THE COVID-19 LOCKDOWN RESTRICTIONS START TO EASE IN THE UK.

THE SHORT COURSE IS DESIGNED FOR PEOPLE IN THE HOSPITALITY INDUSTRY. IT CONTAINS A NUMBER OF PRACTICAL OPERATIONAL CONSIDERATIONS, TO HELP GET TEAMS UP TO SPEED QUICKLY AND EFFICIENTLY.





TRAVEL TO & FROM WORK.

WE RECOMMEND, WHERE POSSIBLE, TRAVELLING TO AND FROM WORK BY FOOT, BIKE OR YOUR OWN CAR. AVOIDING PUBLIC TRANSPORT IF YOU CAN.

TO ENSURE THE BAR IS AS CLEAN AS POSSIBLE, OUTDOOR CLOTHING MUST BE CHANGED INTO FRESH WORK CLOTHING BEFORE SHIFT AND CHANGED AGAIN TO LEAVE. THIS INCLUDES JEANS/TROUSERS/SKIRTS, SHORTS, T-SHIRTS, HATS, JUMPERS, HOODIES AND ANY OTHER CLOTHING WHICH HAS BEEN EXPOSED OUTSIDE.

EACH PERSON ON SHIFT WILL BE ALLOCATED AN INDIVIDUAL BOX OR BAG TO KEEP BELONGINGS IN AND SEPARATED FROM OTHERS.

WORK CLOTHING SHOULD BE MACHINE WASHED AFTER EVERY SHIFT, OR BEFORE THE NEXT SHIFT.

STAGGERED SHIFT PATTERNS ARE RECOMMENDED TO ALLOW FOR SAFER AND MORE EFFICIENT SHIFT STARTS

TRAVEL TO & FROM WORK.

CYCLE TO WORK SCHEME

AS PART OF OUR SAFETY PLAN, WE ARE INTRODUCING A NEW CYCLE TO WORK SCHEME IN CONJUNCTION WITH HALFORDS.

ALL STAFF ARE ELIGIBLE TO APPLY FOR THE SCHEME, FROM YOUR FIRST DAY BACK AT WORK.



POSITIVE ENTRY.

OUR NEW POSITIVE ENTRY PROCESS IS DESIGNED TO MAKE SURE THAT EVERYONE ARRIVING AT WORK IS ASSESSED AND GIVEN THE GREEN LIGHT TO START THEIR SHIFT.

EVERYONE WILL BE ASKED TO COMPLETE AN APP-BASED HEALTH QUESTIONNAIRE BASED ON HOW THEY HAVE BEEN FEELING DURING THE LAST 24 HOURS. THE APP WILL ADVISE WHAT STEPS SHOULD BE TAKEN, BASED ON RESPONSES GIVEN.

THE SHIFT MANAGER WILL CARRY OUT THE QUESTIONNAIRE WITH EACH MEMBER OF THE TEAM.

DATA WILL NOT BE HELD LOCALLY ON THE DEVICE AND WILL BE AUTO-DELETED EVERY 14 DAYS.

IF POSITIVE ENTRY IS FAILED, CREW WILL BE ADVISED TO GO HOME AND TAKE A TEST. TESTS ARE NOT COMPULSORY BUT ADVISED.

IF NO TEST IS TAKEN, STAFF MUST NOT COME TO WORK FOR 7 DAYS.

IF THE TEST RESULT IS NEGATIVE, STAFF CAN RETURN TO WORK.

IF THE TEST IS POSITIVE, STAFF MUST FOLLOW THE INSTRUCTIONS GIVEN WITH THE TEST RESULTS.



SYMPTOMS.

LIST OF SYMPTOMS IN LINE WITH GOVERNMENT GUIDELINES

HIGH TEMPERATURE

THIS MEANS YOU FEEL HOT TO TOUCH ON YOUR CHEST OR BACK, (YOU DO NOT NEED TO MEASURE YOUR TEMPERATURE).

NEW, CONTINUOUS COUGH

THIS MEANS COUGHING A LOT FOR MORE THAN AN HOUR, OR 3 OR MORE COUGHING EPISODES IN 24 HOURS (IF YOU USUALLY HAVE A COUGH, IT MAY BE WORSE THAN USUAL).

LOSS OR CHANGE TO YOUR SENSE OF SMELL OR TASTE

THIS MEANS YOU'VE NOTICED YOU CANNOT SMELL OR TASTE ANYTHING, OR THINGS SMELL OR TASTE DIFFERENT TO NORMAL.



ENTERING THE PREMISES: TEST & TRACE

ALL ACCESS POINTS TO YOUR BAR NEED TO BE MONITORED AND GUIDANCE FOR CUSTOMERS ENTERING ON WHAT ACTIONS THEY NEED TO TAKE.

WHERE ACHIEVABLE, DOORS WILL BE DESIGNATED TO EITHER ENTRANCE OR EXIT, WITH CLEAR SIGNAGE IN PLACE.

QR CODE

THIS WILL BE POSITIONED ON WINDOW CLOSEST TO ENTRANCE, AND AT HOST STAND

BOOKINGS WILL BE SENT THE QR CODE ON BOOKING

THIS DATA WILL NOT BE USED FOR ANY OTHER PURPOSE AND WILL BE AUTO DELETED AFTER 21 DAYS

PLEASE WAIT TO BE SEATED

DUE TO REDUCED CAPACITY.



PPE.

ALTHOUGH THERE IS CONFLICTING ADVICE IN RELATION TO THE USE OF THESE FORMS OF PPE, OUR MISSION IS TO MAKE THE CUSTOMER FEEL AS COMFORTABLE AND SAFE AS POSSIBLE DURING THEIR VISIT. THESE EXTRA LAYERS OF PROTECTION HELP DO THAT.

MASKS AND GLOVES WILL BE PROVIDED FOR ON SHIFT CREW TO WEAR AT ALL TIMES DURING SHIFT. MASKS SHOULD BE WASHED IN BETWEEN SHIFTS AT 60 DEGREES.

GLOVES ARE DISPOSABLE AND ARE ABLE TO BE SANITISED BETWEEN TASKS, JUST LIKE YOUR HANDS USING THE HAND SANITISING GUIDELINES.

WE WILL CONTINUALLY ASSESS THIS IN LINE WITH GOVERNMENT GUIDELINES AND CUSTOMER FEEDBACK.



MANAGING CAPACITY AND QUEUES.

KNOW YOUR CAPACITY

THERE IS A GOOD CHANCE THAT REGULATIONS WILL DICTATE A REDUCED CAPACITY IN ON THE PREMISES.

IT'S SUPER IMPORTANT THAT ALL STAFF KNOW THE ALLOWED CAPACITY AND ARE ABLE TO SEE HOW MANY CUSTOMERS ARE ON THE PREMISES AT ANY ONE TIME.

YOU WILL BE PROVIDED WITH A DOOR CLICKER TO COUNT YOUR CUSTOMERS COMING IN AND OUT OF THE DOOR. THE DOOR CLICKER SHOULD BE NEAR THE DOOR FOR ALL CREW TO BE ABLE TO SEE HOW MANY PEOPLE ARE INSIDE AT THAT PARTICULAR TIME.

DESIGNATED HOST AT ALL TIMES

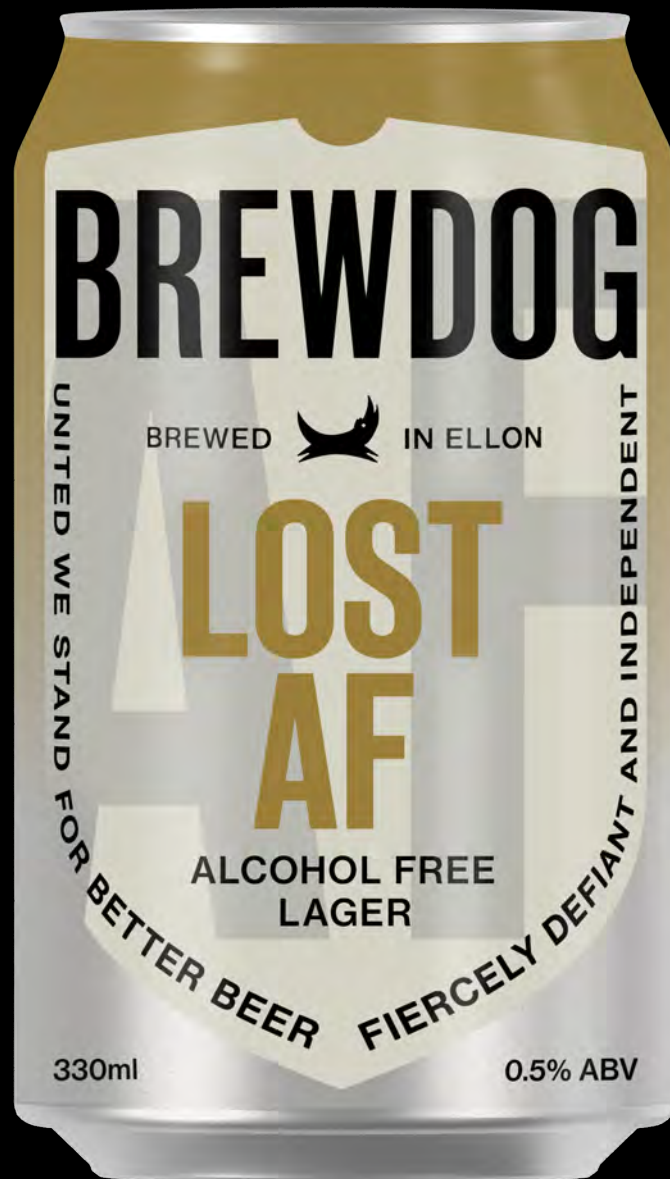
ALL BARS WILL NOW OPERATE A 'WAIT TO BE SEATED' POLICY, WHERE CUSTOMERS NEED TO WAIT AT THE DOOR TO BE SEATED BY THE HOST.

DURING PEAK TIMES HOSTS WILL NEED TO BE ASSERTIVE BUT FRIENDLY, HOWEVER DURING OFF PEAK TIMES THIS DOES NOT NEED TO BE TREATED LIKE A MILITARY OPERATION OR BORDER CHECK POINT.

MANAGEMENT OR STAFF BEING AWARE AND VIGILANT WILL BE ENOUGH.

EACH SITE WILL NOW HAVE A DEDICATED HOST ON EVERY SHIFT, EITHER SOLELY CARRYING OUT THAT DUTY, OR IN SMALLER SITES CARRYING OUT THIS DUTY WHILE SERVING A SECTION NEAR THE DOOR.





CHANGES IN OPERATING & BRAND STANDARDS.

AS PART OF OUR PLAN TO RE-OPEN, THERE ARE A NUMBER OF CHANGES TO THE WAY WE OPERATE OUR BARS, AS WELL AS CHANGES TO OUR EVERYDAY HABITS. THERE WILL OF COURSE BE SOME STEPS UNIQUE TO YOUR BAR. THIS WILL BE COVERED IN A BAR SPECIFIC RISK ASSESSMENT, CARRIED OUT BY YOUR GM AND ONE OF THE OPS TEAM.

THE STEPS LISTED HERE, AND THOSE UNIQUE TO YOUR SITE WILL BE CONTINUALLY REVIEWED AND TWEAKED AS NEEDED. AS GUIDANCE HAS NOT BEEN RELEASED AT THE TIME OF WRITING THIS DOCUMENT, THESE STEPS OUTLINED ARE BASED ON A COMBINATION OF WHAT WE FEEL BEST PRACTICE SHOULD BE AND GUIDANCE ISSUED IN OTHER PARTS OF THE WORLD.

CHANGES IN OPERATING & BRAND STANDARDS.

WAIT TO BE SEATED

WE WILL OPERATE WITH A 'WAIT TO BE SEATED' POLICY AT THE DOOR. THIS IS IMPORTANT IN ORDER TO MANAGE CAPACITY, AND SEAT CUSTOMERS IN SPECIFIC AREAS.



CHANGES IN OPERATING & BRAND STANDARDS.

CONDIMENTS

SALT AND PEPPER GRINDERS TO BE PLACED ON TABLE AFTER ORDERING FOOD ALONG WITH THEIR CUTLERY AND NAPKINS.

SINGLE USE SALT & PEPPER SACHETS WILL BE AVAILABLE FOR CUSTOMERS TO REQUEST.

SAUCES TO BE SERVED IN INDIVIDUAL RAMEKINS.

CUTLERY & NAPKINS

INDIVIDUALLY, RATHER THAN COMMUNALLY PROVIDED TO CUSTOMERS WHEN FOOD IS ORDERED.

EACH CUSTOMER SHOULD BE GIVEN A NAPKIN WITH KNIFE & FORK PLACED ON TOP.

THESE SHOULD BE TAKEN TO THE TABLE USING A METAL FOOD TRAY, NOT A DRINKS TRAY.

GROWLERS AND FLOWERS ON TABLES

THESE WILL REMAIN ON TABLES AND CLEANED IN BETWEEN CUSTOMERS.



CHANGES IN OPERATING & BRAND STANDARDS.

SINGLE USE FOOD MENUS

WE WILL NOW OPERATE IN THE SHORT TERM WITH SINGLE USE FOOD MENUS. WE WILL BE PROVIDING QR CODES TO ENSURE CUSTOMERS CAN ACCESS DIGITAL VERSIONS OF THE MENUS AS WELL.

MENUS ARE PRINTED ON A THINNER PAPER SPEC THAN USUAL AND SHOULD BE RECYCLED.

DRINKS MENUS

WE HAVE A BRAND-NEW DRINKS MENU FORMAT LAUNCHING FOR RE-OPENING.

IT SHOULD BE HANDED TO CUSTOMERS ON REQUEST AND CLEANED AFTER.

SINGLE USE DAILY DRAFT MENUS TO BE HANDED TO CUSTOMERS WITH FOOD MENUS ON ARRIVAL TO THEIR TABLE.



CHANGES IN OPERATING & BRAND STANDARDS.

GROWLER FILLS

WE WILL NOW ACCEPT GROWLER FILLS FROM CUSTOMERS WITH VESSELS BROUGHT FROM HOME, HOWEVER SPECIAL ATTENTION NEEDS TO BE TAKEN WHEN FILLING THIS DEVICE.

1. IMMEDIATELY SANITISE THE EXTERIOR OF THE BOTTLE WITH SPRAY AND A CLOTH
2. PLACE IN THE DISH WASHER OR USE SANITISER AND WARM WATER TO WASH AND THEN RINSE PRIOR TO FILLING.

CADDIES

CADDIES WILL NO LONGER BE PLACED ON TABLES.

ALL MENUS, CUTLERY, NAPKINS & SAUCES WILL BE GIVEN TO THE TABLE AS AND WHEN NEEDED, AND IN SINGLE USE FORM.

THERE WILL BE NO POLISHING OF CUTLERY FOR THE TIME BEING.



CHANGES IN OPERATING & BRAND STANDARDS.

MERCH

ALL MERCH SHOULD NOW BE DISPLAY ONLY, AND NOT ACCESSIBLE FOR CUSTOMERS TO TRY ON.

**FRESH MERCH SHOULD BE USED TO SELL TO CUSTOMERS WITH DISPLAY
ITEMS NOT SOLD.**





CHANGES IN OPERATING & BRAND STANDARDS.

BOARD GAMES & BOOKS

GAMES AND BOOKS WILL NOT BE AVAILABLE TO CUSTOMERS FOR THE TIME BEING.
EACH SITE WILL RECEIVE SOME SINGLE USE PAPER GAMES TO BE OFFERED IN THE MEANTIME.

ARCADE & PINBALL

THESE WILL BE AVAILABLE AS USUAL AND APPLY TO THE 15-MINUTE CLEANING PROCESS.

SHUFFLE BOARD/POOL/PING PONG

THESE WILL BE AVAILABLE AS USUAL AND APPLY TO THE 15-MINUTE CLEANING PROCESS.

CHANGES IN OPERATING & BRAND STANDARDS.

PASSPORTS

WE WILL STILL ACCEPT THE BREWDOG PASSPORT.

CUSTOMERS SHOULD BE ASKED TO PLACE THE PASSPORT OPEN AT THE CORRECT PAGE ON THE TABLE, AND CREW STAMP THE PASSPORT WITHOUT TOUCHING IT.

EFPS

EFP CARDS TO BE USED AS NORMAL DURING THIS PERIOD. ENSURE HANDS ARE SANITISED AFTER.

EFP BIRTHDAY PINTS WILL BE HONOURED FOR 2 WEEKS AFTER BARS REOPEN FOR ANY MISSED DURING CLOSURE.

BREWBUCKS

STILL BEING ACCEPTED, PLEASE WASH HANDS AFTER HANDLING

DOGS

DOGS SHOULD KEPT ON A SHORT LEAD AT ALL TIMES.

UNFORTUNATELY, NO PETTING OF OTHER PEOPLE'S DOGS IS ALLOWED IN CASE OF SPREADING INFECTION.

ANY CUSTOMERS WITH DOGS SHOULD BE BRIEFED AS THEY COME INTO THE BAR.



CHANGES IN OPERATING & BRAND STANDARDS.

STAFF MEALS

STAFF MEALS WILL BE SERVED AS NORMAL.

GMS WILL ADVISE ON SEATING ARRANGEMENTS ON A SITE BY SITE BASIS.

STAFF DRINKS

STAFF DRINKS WILL BE OFFERED AS AN OPTION TAKE AWAY, IN THE FORM OF EITHER A CROWLER OR A CAN OF ANY BREWDOG BEER FROM HEADLINER, AMPLIFIED, TUNED, SEASONAL OR CIDER CATEGORIES.

STAFF DRINKS TO STAY IN ARE ALLOWED IF THERE IS SPACE TO DO SO, AND DISTANCING IS FOLLOWED.

SMOKING BREAKS

OUR NORMAL POLICY APPLIES - WHEN LEAVING THE BUILDING FOR SMOKE BREAKS, OUTER CLOTHING SUCH AS A JACKET OR JUMPER MUST BE WORN, ON RE ENTERING THE BUILDING ENSURE HANDS ARE WASHED.



PAYMENTS.

WE WILL NOT ACCEPT ANY CASH PAYMENTS DURING THIS PERIOD. PAYMENTS MUST BE MADE VIA:

- CONTACTLESS PAYMENT VIA PHONE OR CARD
- CHIP AND PIN (MACHINE MUST BE SANITISED AFTER EACH USE)
- BREWDOG NOW

WHERE SIGNATURE IS REQUIRED ON CARD PAYMENTS, WE WILL ACCEPT THE PAYMENT WITHOUT THE NEED FOR THE CUSTOMER TO SIGN, UNLESS THEY HAVE THEIR OWN PEN.

PETTY CASH PAYMENTS WILL NOW BE DONE VIA A BAR CREDIT CARD, WHICH WILL MANAGED BY THE GENERAL MANAGER.

TIPJAR IS BEING PROVIDED AS A SERVICE TO COLLECT TIPS FOR BAR STAFF, PLEASE SEE YOUR MANAGER FOR MORE DETAILS



QR CODES.

HOW TO PROCESS SAFELY

IN ORDER TO BE ABLE TO TRACK REDEMPTIONS, IT'S IMPORTANT THAT WE SCAN THE CUSTOMERS QR CODE.

TO DO THIS SAFELY WITHOUT ANY NEED TO TOUCH THE CUSTOMERS PHONE, THERE ARE 3 OPTIONS HIGHLIGHTED BELOW.

GMS SHOULD DECIDE WHICH WORKS BEST FOR THEIR OPERATION AND FILTER THROUGH TO THE TEAMS.

OPTIONS 1 AND 2 ARE RECCOMENDED SOLUTIONS.

OPTION 3 SHOULD ONLY BE USED IN CIRCUMSTANCES WHERE CUSTOMER CANNOT LEAVE THE TABLE (CHILD CARE/MOBILITY ETC).

1. FLOOR TILL

SCANNERS TO BE PLACED AT THE A FLOOR TILL, (OR MULTIPLE). CUSTOMERS REQUESTED TO COME TO THE TILL TO SAFELY HAVE THEIR CODE SCANNED WITHOUT ANY CONTACT WITH THE CUSTOMERS PHONE BY STAFF.

2. BAR TILL

CUSTOMER INVITED TO APPROACH THE BAR TO HAVE THE QR CODE SCANNED. THERE WILL BE NO TRANSACTION OF BEER ACROSS THE BAR, THIS WILL BE SERVED TO THE TABLE.

3. EMAIL

ASK THE CUSTOMER TO EMAIL THEIR CODE TO THE BAR EMAIL FOR STAFF TO ACCESS ON THEIR OWN DEVICE AND SCAN AT THE TILL.



TABLE SERVICE STEPS.

THE AIM IS TO LIMIT THE NUMBER OF HUMAN CONTACTS EACH CUSTOMER HAS.

THE ONLY 2 CONTACTS THE TABLE SHOULD HAVE DURING THEIR STAY ARE THE HOST AND THE CREW MEMBER ASSIGNED TO THAT TABLE.

AT PEAK TIMES THIS WILL OF COURSE BE HARDER, BUT WE ENDEAVOUR TO REDUCE NUMBER OF CONTACTS AS MUCH AS POSSIBLE.

AS A GENERAL GUIDE:

HOST LEADS CUSTOMERS TO TABLE AND HANDS OUT SINGLE USE MENUS.

TABLE CREW THEN TAKE ORDERS, TAKE FOOD AND DRINKS TO THE TABLE, CLEAR THE TABLE AND TAKE PAYMENTS.

IN SITES WHERE RUNNERS ARE REQUIRED, DROP POINTS SHOULD BE ASSIGNED AT EVERY SECTION WHERE THE RUNNER LEAVES ORDERS (TO THEN BE TAKEN TO THE TABLE BY THE TABLE CREW).

THE SIZE OF FLOOR SECTIONS WILL BE REVIEWED TO ACCOUNT FOR INCREASE IN RESPONSIBILITIES IN SOME SITES.

SILVER TRAYS TO BE USED TO CARRY CUTLERY & NAPKINS. THIS DIFFERENTIATOR FURTHER VISUALISES OUR SEPARATION OF CLEAN / DIRTY.

ANY PIZZA SITE WITHOUT TRAYS TO USE A PIZZA BOARD



BAR SERVICE STEPS.

SAFE DISTANCING BEHIND THE BAR

BAR CREW WILL NOW BE SPLIT INTO SECTIONS IN THE SAME STYLE AS A COOK LINE.

THIS IS TO ENSURE THERE IS AS LITTLE CROSS OVER AS POSSIBLE ON THE BAR. EXAMPLE BELOW FOR A 2-PERSON BAR SET UP WITH 20 TAPS.....

CREW #1 OPERATES TAPS 1-10 AS WELL AS WINE, SOFTS AND CROWLER MACHINE

CREW # 2 OPERATES TAPS 11-20 AS WELL AS SPIRITS, MIXERS SLUSHIE MACHINE AND HOT DRINKS

WHERE CROSSING OF AREAS IS UNAVOIDABLE, STAFF SHOULD AVOID FACE TO FACE CONTACT.

TOUCHING GLASSWARE

IT'S SUPER IMPORTANT FROM A HYGIENE PERSPECTIVE THAT GLASSES SHOULD BE HANDLED USING THE LOWER PART OF THE GLASS, FROM HALF-WAY DOWN AND BELOW.



BAR SERVICE STEPS.

GLASS CLEANING

GLOVES SHOULD BE USED WHILE GLASS CLEANING AND HANDS WASHED THEN SANITISED IMMEDIATELY AFTER.

GLASS PICK UP/DROP POINTS

PICK UP AND DROP POINTS SHOULD BE SEPARATED AT THE BAR TO ENSURE THERE IS NO CONTAMINATION. BEST PRACTICE IS OPPOSITE ENDS WITH THE DIRTY GLASSES BEING CLOSEST TO THE GLASS WASH AREA.



BAR SERVICE STEPS.

GLASS COLLECTING

GLASSES SHOULD BE LIFTED FROM THE TABLE BY THE FLOOR CREW THAT IS SERVING THAT TABLE.

THEN EITHER TAKEN STRAIGHT TO THE BAR OR LEFT AT THE DROP POINT IN THAT SECTION FOR A RUNNER TO TAKE.

WHEN MOVING GLASSES, A TRAY SHOULD BE USED AT WHERE POSSIBLE.

GLASSES SHOULD BE PICKED UP BY THE OUTSIDE OF THE GLASS WITH THE HAND PLACED LOW ON THE GLASS.

DRINKS RUNNING

DRINKS RUNNING TO TABLES SHOULD BE DONE DIRECT BY THE FLOOR CREW LOOKING AFTER THAT TABLE OR BY A RUNNER AND LEFT AT THE DROP POINT FOR THAT SECTION.

DRINKS SHOULD BE CARRIED USING A TRAY WHERE POSSIBLE.



A top-down view of a rustic wooden table. On the table are several pizzas with different toppings like mushrooms, arugula, and pineapple. A pizza cutter with a wooden handle and a metal wheel is also visible.

KITCHEN SERVICE STEPS.

SAFE DISTANCING ON THE LINE

DESIGNATED SECTIONS SHOULD BE USED TO AVOID CONTACT IN THE KITCHEN.

DISH CLEANING

IT'S IMPORTANT TO LIMIT THE AMOUNT OF PEOPLE CLEANING DISHES DURING ONE SHIFT, SO THIS SHOULD BE ASSIGNED TO ONE PERSON ON EACH SHIFT WHERE POSSIBLE.

LEAVING THE KITCHEN

TO AVOID ANY CONTAMINATION, KITCHEN CREW SHOULD AVOID GOING FRONT OF HOUSE OR OUTSIDE WITH CLOTHING EXPOSED WHICH IS USED IN THE KITCHEN.

ONE WAY SYSTEM

WHERE POSSIBLE WE WILL IMPLEMENT A ONE WAY SYSTEM

THE FOOD TEAM WILL ADVISE WHERE NECESSARY



FRONT OF HOUSE SERVICE STEPS.

SAFE DISTANCING AT THE PASS

THERE SHOULD BE ONE PERSON AT ANY ONE TIME AT THE FRONT OF HOUSE SIDE OF THE FOOD PASS.

FOOD SHOULD NOT BE PASSED FROM PERSON TO PERSON, WHOEVER IS RUNNING THE FOOD SHOULD PICK UP THEMSELVES FROM THE PASS.

FOOD RUNNING

SHOULD BE DONE EITHER DIRECTLY TO TABLE BY THE FLOOR CREW, OR RAN TO THE SAFE DROP OFF POINT BY THE FOOD RUNNER.

USED DISH COLLECTING

WHERE NEEDED, A SECOND DROP OFF POINT AT THE KITCHEN SHOULD BE USED TO AVOID MULTIPLE FRONT OF HOUSE STAFF GOING INTO THE KITCHEN.

KITCHEN CREW WOULD THEN PICK UP FROM HERE.

PINTS TO GO

IT WILL BE THE FLOOR CREW MANAGING THE SECTION NEAREST THE DOOR THAT WILL BE RESPONSIBLE FOR TAKING ORDERS.

CUSTOMERS WILL BE GUIDED BY THE HOST TO THE ORDER PICK UP AREA WHERE THEY WILL PLACE THEIR ORDER, PAY, AND COLLECT.

IT'S CRITICAL THAT THE FULL TRANSACTION IS COMPLETED BY THE FLOOR CREW TO AVOID ANY FORM OF BAR SERVICE.



ENCLOSED SPACE & DOORS.

THE FOLLOWING SPACES SHOULD ONLY BE OCCUPIED BY ONE PERSON AT A TIME:

CELLARS, WALK IN COOLERS/FREEZERS, CLEANING CUPBOARDS, STORAGE ROOMS, OFFICES

ENSURE THE BAR IS VENTILATED USING CURRENT VENTILATION SYSTEMS AND OPENING DOORS AND WINDOWS WHERE POSSIBLE

DO NOT BREACH FIRE SAFETY RULES

DOORS SHOULD BE WEDGED OPEN TO REDUCE TOUCH POINTS

ONLY WHEN NOT POSING A FIRE OR SECURITY RISK



DELIVERY & COLLECTION.

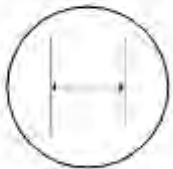
DELIVERY AND COLLECTION HAS BECOME A MUCH BIGGER PART OF OUR BUSINESS AND WE FORESEE THAT THIS WILL CONTINUE EVEN AFTER RE-OPENING. BELOW ARE A FEW UPDATED SERVICE STEPS ON HOW TO DEAL WITH THESE TRANSACTIONS.

- DRIVERS SHOULD NOT BE ON THE PREMISES DURING SERVICE.
- WHEN DRIVERS APPROACH TO PICK UP ORDERS, THE DESIGNATED HOST TAKES THE ORDER NUMBER AND BRINGS THE ORDER TO THE DOOR. DRIVERS SHOULD WAIT ON THE OTHER SIDE OF THE DOOR TO THE QUEUE AT A SAFE DISTANCE FROM CUSTOMERS.
- CUSTOMERS ARRIVING FOR COLLECTION SHOULD BE LET INTO THE BAR AND GUIDED TO A DEDICATED WAITING AREA AT THE BAR, AWAY FROM SEATED GUESTS. THEY SHOULD BE ABLE TO SKIP THE QUEUE FOR TABLES IF THERE IS ONE.
- IF YOU ARE BUSY FOR CUSTOMER COLLECTION, IT MAY BE ADVISED TO HAVE A SEPARATE QUEUE.



DRINK TOGETHER.

We have safe drinking measures in place,
please help our customers and crew to
stay safe.



MAINTAIN
SAFE DISTANCING
GUIDELINES
AT ALL TIMES.



DOWNLOAD THE
BREWDOG NOW APP
FOR CONTACTLESS
ORDERING.



WE HAVE TABLE
SEPARATORS
AVAILABLE, PLEASE
ASK OUR CREW.



PLEASE USE THE
HAND SANITISER
PROVIDED.

STAY APART.



SIGNAGE.

A MAJOR PART OF OUR RE-OPENING SAFETY PLAN IS CUSTOMER COMMUNICATION.
FROM BEFORE THEY ENTER THE PREMISES UNTIL THEY LEAVE.

THESE SIGNS HELP GUIDE OUR GUESTS THROUGH THEIR JOURNEY, AS WELL AS
HELP THEM FEEL SAFER DURING THEIR STAY.

THESE ARE ALSO A USEFUL TOOL TO REFER TO IN INCIDENCES OF NON-
COMPLIANCE TO GUIDE THEM, IN MOST CASES CUSTOMERS WILL REALISE THAT
WHAT YOU ARE ASKING IS POLICY AND THAT YOU ARE JUST BEING DIFFICULT
WHEN THE SIGNAGE BACKS YOU UP.

TABLE SEPERATORS.

MOVABLE SCREENS

EACH BAR WILL HAVE A NUMBER OF SEPARATOR SCREENS FOR CUSTOMERS TO USE ON REQUEST. THESE MUST BE SANITISED AFTER EACH USE.

FIXED BOOTH SCREENS

SOME BOOTH SEATING WILL FEATURE FIXED SEPARATION BETWEEN EACH TABLE.



SURFACE SANITISING.

A KEY PART OF OPERATING SAFELY IS SANITISING SURFACES EVERY 15 MINUTES FRONT AND BACK OF HOUSE.

WE HAVE SOURCED A BRAND-NEW CHEMICAL TO CARRY OUT THESE CLEANS

LIST OF 15 MINUTE CLEAN SURFACES

DOOR HANDLES / DOOR PUSH PLATES / TAPS / HANDRAILS / TOILET AREAS, (SUCH AS DOORS AND SOAP DISPENSERS) / KITCHEN PASS SURFACE / GLASS DOORS / BAR TOP / SHARED EQUIPMENT.

LIST OF SURFACES TO BE SANITISED BETWEEN CUSTOMERS

TABLE-TOPS / SEATS INCLUDING BACKS / SEATING WHICH ISN'T WIPEABLE SHOULD BE SPRAYED.

CLEANING GUIDELINES

A FULL AND COMPREHENSIVE GOVERNMENT GUIDE CAN BE FOUND [HERE](#)





HAND SANITISING.

EACH SITE WILL RECEIVE ONE OF THE DISPENSER UNITS SHOWN HERE, TO BE USED ON ENTRY TO THE PREMISES.

FURTHER WALL MOUNTED UNITS WILL BE PLACED OUTSIDE TOILETS, EXITS, CUSTOMER AREA, STAFF AREAS.

GUIDELINES FOR CREW HAND SANITISING ARE EVERY 20 MINUTES OR BETWEEN TASKS WHICH COULD RESULT IN CONTAMINATION.

SANITISING INVOLVES HAND WASHING WITH SOAP AND WATER, FOR A MINIMUM OF 20 SECONDS OR THE USE OF HAND SANITISER (IF HANDS ARE VISIBLY CLEAN).

PLEASE NOTE WE HAVE USED AS LITTLE PLASTIC AS POSSIBLE IN OUR QUEST TO BE A SAFE PLACE TO VISIT.

HAND SANITISING.

LIST OF TASKS REQUIRING HAND SANITISING AFTER THE TASK. THIS IS AN OVERVIEW AND TASKS WILL BE RISK ASSESSED ON A SITE BY SITE BASIS.

BEFORE STARTING WORK

BEFORE HANDLING COOKED OR READY-TO-EAT FOOD

BEFORE EATING

AFTER HANDLING OR PREPARING RAW FOOD

AFTER HANDLING WASTE

AFTER CLEANING DUTIES INCLUDING SWEEPING/MOPPING/GLASS WASHING/DISH WASHING

AFTER USING THE TOILET

AFTER BLOWING NOSE, SNEEZING OR COUGHING

AFTER EATING, DRINKING OR SMOKING

AT THE END OF A SHIFT



**PLEASE USE THE
SANITISER PROVIDED.**





TOILETS.

MANAGING CAPACITY

IN LINE WITH GOVERNMENT GUIDANCE, WE WILL BE ASKING CUSTOMERS TO RESPECT SOCIAL DISTANCING, RATHER THAN IMPOSING AN UPDATED MAX CAPACITY.

SIGNAGE WILL BE PROVIDED.

HAND WASHING

SIGNAGE PROVIDED SHOULD BE PLACED NEAR THE SINK AND SOAP DISPENSER.

SANITISER STATION

THERE SHOULD BE A WALL MOUNTED SANITISER STATION PLACED JUST OUTSIDE THE TOILET AREA FOR CUSTOMERS TO USE BEFORE/AFTER USING THE BATHROOM.

TOILETRIES

THESE WILL NO LONGER BE PROVIDED FOR CUSTOMERS, ASIDE FROM SOAP AND SANITISER.



OUTSIDE AREAS.

MANAGING CAPACITY

ALL OUTSIDE TABLE AREAS SHOULD BE ALLOCATED TO TABLE CREW.

IT IS THEIR RESPONSIBILITY TO MANAGE THE CAPACITY, SET OUT IN THE BARS COVID OPERATING PLAN AND RISK ASSESSMENT.

WHERE POSSIBLE, BARRIERS SHOULD BE USED TO PREVENT CUSTOMERS ENTERING THE OUTSIDE AREA WITHOUT BEING ASSIGNED A TABLE BY THE HOST.



OUTSIDE AREAS.

QUEUES

WITH REDUCED CAPACITY, WE EXPECT TO HAVE MORE QUEUES OUTSIDE THAN PREVIOUSLY. IT'S IMPORTANT THAT WE MANAGE THESE QUEUES RESPONSIBLY, HERE ARE A FEW STEPS THAT WILL HELP:

- **PLAN YOUR QUEUE**

PICK THE SIDE OF THE BUILDING WHERE YOU WANT THE QUEUE TO GO. IT'S IMPORTANT THAT THERE IS SAFE SPACE TO DO SO WHICH DOESN'T INTERFERE WITH SEATING AREAS, NEIGHBOURS OR ROADS.

- **MANAGE THE QUEUE.**

IT'S OUR RESPONSIBILITY WHEN THERE IS A QUEUE TO ENSURE SAFE DISTANCING IS IN PRACTICE.

- **FLOOR MARKINGS.**

USE HAZARD TAPE IF NEEDED TO MARK OUT EVERY 2 METERS ON THE GROUND.

- **CAN I SELL BEER TO CUSTOMERS IN THE QUEUE?**

THIS DEPENDS ON YOUR LICENCE AND LICENCED AREA AND SHOULD BE ASSESSED IN THE BAR SPECIFIC OPERATING PLAN AND RISK ASSESSMENT.



OUTSIDE AREAS.

GAMES AREAS

EXTERNAL GAMES AREAS SHOULD HAVE 15 MINUTE CLEANS, WITH HAND SANITISER PROVIDED.

SMOKING AREA

THE SMOKING AREA IS STILL A TRADING AREA AND WE SHOULD MANAGE CAPACITY AND DISTANCING IN THE SAME WAY AS WE DO FOR ALL OTHER OUTSIDE AREAS.

THIS AREA SHOULD BE MANAGED ON A TRUST BASIS, WITH INTERVENTIONS MADE WHEN NEEDED.



BEER SCHOOLS.

BEER SCHOOLS SHOULD GO AHEAD DURING THIS TIME, ALTHOUGH A FEW SAFETY STEPS SHOULD BE TAKEN:

REDUCE CAPACITY OF THE TASTING BY 50%

CUSTOMERS NOT PART OF THE SAME GROUP SHOULD BE SPACED ACCORDING TO GOVERNMENT GUIDELINES

FOOD SHOULD BE INDIVIDUAL PORTIONS AND NOT SHARING PLATES

DO NOT HAVE ANY MATERIALS AVAILABLE TO HAND AROUND (E.G. HOP, MALTS ETC)





TABLE & CHAIR LAYOUTS.

TABLES SHOULD BE SPACED 1M APART

NO SEATING AT THE BAR

BOOTH SEPARATORS NEGATE THE NEED FOR 1M RULE

MANAGERS AND OPS TEAM WILL WORK TOGETHER ON SEATING PLANS



BOOKINGS & EVENTS.

VOUCHERS

WE WILL HONOUR VOUCHERS WHICH WERE AFFECTED BY CLOSURE.

TAKE THE NUMBER OF DAYS THE BAR WAS CLOSED TO THE PUBLIC AND ADD TO THE DATE THE VOUCHER ORIGINALLY EXPIRED.

BUFFETS & PRIVATE EVENTS

WE WILL NOT PROVIDE ANY SHARING BUFFETS FOR LARGE GROUPS.

THESE WILL BE PORTIONED PER CUSTOMER AND SERVED INDIVIDUALLY.

PRIVATE EVENTS SHOULD FOLLOW THE SAME GUIDANCE FOR SOCIAL DISTANCING AS NORMAL CUSTOMERS. IT IS IMPORTANT TO GO THROUGH OUR SAFETY MEASURES WITH THE CUSTOMERS PRIOR TO THE EVENT.

A COVID RISK ASSESSMENT SHOULD BE CARRIED OUT ON AN EVENT BY EVENT BASIS.



BOOKINGS & EVENTS.

INDOOR BOOKINGS MUST ONLY CONTAIN TWO HOUSEHOLDS OR 2 SEPARATE SUPPORT BUBBLES

OUTDOOR BOOKINGS CAN BE A GROUP OF ANY NUMBER OF HOUSEHOLDS IF GROUP SIZE IS MAX 6

ANY PARTY OVER 6 WILL BE ASKED TO CONFIRM THEY ARE OF ONLY 2 HOUSEHOLDS.

BOOKING EMAILS CONTAIN ALL RELEVANT GOVERNMENT GUIDANCE

GUESTS FAILURE TO OBSERVE SAFETY MEASURES WILL RESULT IN SERVICE NOT BEING PROVIDED

HOST SHOULD CONFIRM BOOKING TIME AND DURATION WITH CUSTOMER

CUSTOMERS CAN CHOOSE ANY LENGTH OF STAY

15 MINUTE WINDOW BETWEEN BOOKINGS TO ALLOW TEAM THE TIME TO DEEP CLEAN

BOOKINGS TEAM WILL BE CONFIRMING BOOKING UP TO 50% OF DAILY CAPACITY

GM'S DECIDE IF ANY FURTHER BOOKINGS CAN BE CONFIRMED

BOOKINGS WITH THE LABEL TYPEFORM ARE TO BE CONFIRMED FIRST DUE TO THEM BEING THE FIRST TO REGISTER

BOOKINGS WE REJECT DUE TO CAPACITY MUST BE EMAILED MANUALLY. TEMPLATES AVAILABLE



BOOKINGS & EVENTS.

QUIZ

MIND GAMES WILL CONTINUE TO GO AHEAD

PERFORMANCES

NO LIVE PERFORMANCES SUCH AS LIVE MUSIC OR COMEDY ARE PERMITTED BY LAW AT THIS TIME



DELIVERIES & SERVICES.

IN ORDER TO MANAGE THE RISK OF 3RD PARTIES COMING INTO THE PREMISES IN ORDER TO WORK, THERE IS A SEPARATE RISK ASSESSMENT IN PLACE TO MANAGE THE PROCESS.

INDIVIDUALS SUCH AS FOOD DELIVERY DRIVERS, DRINKS DELIVERIES, CLEANERS, OIL PICK UPS, DISPOSABLES SUPPLIERS, CLEANERS, DOOR STEWARDS AND MORE WILL ALL APPLY TO THIS.

IT'S IMPORTANT THAT ALL OF THESE SERVICES ARE CONTACT FREE.

WHERE POSSIBLE, GOODS SHOULD BE LEFT OUTSIDE TO BE COLLECTED BY STAFF.

WHERE THIS IS NOT POSSIBLE, DRIVERS SHOULD WEAR PPE AND SANITISE HANDS UPON ACCESS TO THE PREMISES.



WHEN ALL OF THIS IS OVER...

...WE'RE GOING TO BUY EVERYONE A BEER

THIS IS OUR WAY OF WELCOMING OUR CUSTOMERS BACK, AS WELL AS INVITING NEW ONES TO COME AND EXPERIENCE A BREWDOG BAR ON US.

CUSTOMERS THAT HAVE SIGNED UP ONLINE HAVE RECEIVED A VOUCHER TO CLAIM A FREE 2/3 OF PUNK IPA OR PUNK AF IN ONE OF OUR BARS.

THEY HAVE A SCANABLE QR CODE THAT REDEEMS THE DRINK.



LET'S DO THIS. TOGETHER.

THERE IS A LOT OF INFORMATION TO TAKE IN, AND THERE WILL CERTAINLY BE MORE TO COME ONCE GUIDELINES ARE ISSUED.

THE IMPORTANT THING TO REMEMBER IS THAT THESE MEASURES ARE DESIGNED TO HELP GET YOU THROUGH THE PROCESS OF GETTING BACK TO WORK AND OPENING IN A SAFE AND COMPLIANT WAY.

THE PLAN HAS A BIG FOCUS ON CREW AND CUSTOMER SAFETY, THROUGH REGULAR RISK ASSESSMENTS AND A SOLID OPERATING PLAN, WHICH ENSURES BOTH SAFETY AND AN AWESOME CUSTOMER EXPERIENCE.

IT IS TOTALLY NORMAL TO FEEL UNEASY ABOUT COMING BACK TO WORK, WITH BOTH THE CHANGES IN PROCESSES AND THE RISK INVOLVED WITH THE PANDEMIC.

OUR EXPERIENCE SO FAR HAS SHOWN THAT THIS DOES GET A LOT EASIER ONCE THE MEASURES AND NEW NORMAL BECOME MORE FAMILIAR.

CHECK OUT THE COVID-19 PLAYBOOK YAPSTER CHANNEL FOR THE MOST UP TO DATE INFORMATION.

WE HAVE THE BREWD OG EMPLOYEE ASSISTANCE PROGRAMME WHICH IS AVAILABLE 24 HOURS A DAY

FURTHER HELP CAN BE FOUND [HERE](#)

