

# POST-COVID RETURN TO BUSINESS PLAN

## SEATON HOTEL

25<sup>th</sup> May 2020

COVID\_19 restrictions are being eased by the SA Government, with the following changes effective from Monday 1<sup>st</sup> June 2020.

- Licensed venues allowed up to 80 patrons in the venue at any one time.
- Maximum 20 patrons permitted in separate areas at one time
- Alcohol can be served without a meal, but patrons must be seated

To facilitate these new laws, which we are confident are temporary and will be eased further in the near future, we will be making the following key changes to daily operations effective 1/6/2020 and management will review and update weekly. Updates will be available for patrons to view on the hotel website [www.seatonhotel.com.au](http://www.seatonhotel.com.au) in the interest patron safety and awareness.

**Hotel will open 10.00am Mon – Sat & 11.00am Sundays**

### SPORTS BAR, BEER GARDEN AND BEVERAGE SERVICE

- All Sports Bar Patrons must be seated at the bar, with appropriate 1.5 social distancing between patrons. This will be marked on the bar and floor in yellow tape.
- Patrons can leave their seat to place UBET wagers in the terminal, but must return to their seat/ stool immediately afterwards to watch the race. Wager tickets should be completed at the bar.
- A maximum of 20 patrons are permitted in the Sports Bar at any one time.
- A maximum of 20 patrons are permitted in the Beer Garden at any one time.
- If Sports Bar is at capacity of 20, additional patrons must be asked to consume their food/ drinks in the Beer Garden, provided patron numbers in that area permit.

*Once numbers for each area are at capacity, any additional patrons will be advised that capacity for the area has been reached and either redirected to lounge bar area, or asked to either wait outside or leave and return. There will be a considerable amount of signage around the venue to support these communications, however our Venue Manager and/or Responsible Person on duty will monitor numbers at all times and liaise with patrons.*

### DINING & FOOD

- Dining will commence from 12.00pm – 2.00pm and 5.30pm – 8.30pm
- There will be no all-day dining in the short term.
- A consolidated (reduced) menu will be offered with all our popular dishes and offerings and will be a single source of offering for the whole venue. This menu is available on the Hotel website also.
- We will not be offering traditionally shared food dishes in the short term, including share platters, bowls of wedges or fries. Friday night pies, pasties and sausage rolls are on hold until further notice.
- There will be no salad bar offered until further notice. This is a conscious decision to reduce any possible community transmission of bacteria through shared utensils during times of risk.
- Bistro patrons will be offered a side of salads or hot vegetables with every main meal.
- Schnitzel Day & Night will continue as per usual on Tuesdays and Wednesdays

- Steak day will continue as per usual on Thursday lunch and dinner
- Our weekday lunchtime special menu will continue as usual Monday – Friday (excluding Public Holidays)
- Food will still be ordered at the counter, but 1.5 metre distances will be marked on the floor in yellow tape
- Beverages for dining will still be ordered at the bar, but 1.5 metre spacings will be marked on the bar and floor in yellow tape.

**The Hotel will accommodate for diners in 4 separate areas as follows;**

- 1. Bistro – 20 persons**
- 2. Lounge Bar – 20 persons**
- 3. Sports Bar – 20 persons**
- 4. Beer Garden – 20 persons**

Preference will be given to bookings AT ALL TIMES (i.e, if bookings for a set time are at agreed capacity, walk-ins must and will be turned away unfortunately)

**The dining room will be open from 11.30am for lunch and 5.00pm for dinner services**

- I. There will be two sitting times for lunch 12.00 noon and 1.00pm**
- II. There will be three sitting times for dinners 5.30pm, 6.30pm and 7.30pm**

Customers will be advised of this at time of booking. This includes being advised that your table may need to be vacated after 60 minutes if there is a booking for it in the next session.

**Maximum booking size for any one table is 8 persons.**

## **GENERAL GUIDANCE AND GAMING**

The Gaming Room will NOT re-open on 1/6/2020 and we await further guidance from the State Government on this in due course. We will publicise this on our FaceBook page and Website in due course.

Patrons will NOT be permitted in the Gaming Room area whatsoever during this period and all entrances to the Gaming area will be locked and/ or roped off for public access. This includes Gaming Room bathroom facilities. We respectfully ask that patrons refrain from trying to enter the gaming machine area.

Hand sanitizer gel will be available via pump pack dispensers at all customer service areas of the Hotel.

The Hotel will undergo daily intensive cleaning in all areas, together with regular interval cleaning and sanitising of all areas.

## **OUR STAFF AND POST-COVID EMPLOYEE GUIDELINES**

- Staff are instructed to wash hands after clearing tables EVERY TIME and exercise the highest possible levels of personal hygiene at all times.
- Staff MUST NOT attend work if they, or any members of their family or household are presenting with COVID-19 related symptoms. Management reserves the right to request staff to undertake COVID-19 testing in the event of this and for staff members to self-quarantine until the result of any test/s are known.
- We ask that you be patient with and supportive of our team as they navigate through these restrictions and remind you, we are here to look after you and your safety.