

GUEST CHECKLIST

Restart Checklist – Guests	Yes	No	N/A	Actions / Comments
Introduce telephone, email and internet ordering to limit public access to the premises.	/			Support via phone/video call
Provide a delivery service to the public to limit access to the premises.			/	
If a click and collect service is offered, provide a designated collection time.			/	
Display a sign/poster at the entrance to remind customers not to enter the premises if they have symptoms.	/			Signage in place
Provide hand sanitiser with an alcohol content of at least 60% for customers to sanitise hands.	/			Lake Gate Summer House Main site entrance
<p>Where the public access the premises introduce control measures to implement the 2 metre social distancing:</p> <ul style="list-style-type: none"> ▪ Limit the number of people in the shop and control entry so that the premises do not become overcrowded. ▪ Maintain queue control outside of shops and other essential premises so that the 2 metre rule is observed by those waiting in the queue – customers must not be allowed to congregate or loiter. ▪ Use signage and floor markings to direct people around the premises and maintain a 2 metre distance. ▪ Create a 'one way' system, by closing off aisles and using signage to direct customers to move in the same continuous direction. ▪ Close the premises if it becomes too busy. ▪ Staff may need to act as stewards to advise customers on social distancing. 	/		/	<p>Signage in place</p> <p>Social distancing is achievable in all areas</p>
<p>Customers should not be directly in front of the till operator.</p> <p>Options to control risk include:</p> <ul style="list-style-type: none"> ▪ Provide a 'sneeze screen' barrier to protect both customers and the till operative. ▪ Alternatively, create an exclusion zone around the till area with a customer notice 'Please stand behind the line while being served' 			/	No till or reception
Frequent cleaning and disinfection of shared customer touch points including handheld checkout devices, keypads at check out, fridge/freezer handles, escalator and staircase handrails, on site ATMs etc.	/			Summer House daily, lake gates and main gates daily.

Signature:		Date:	20.2.21
------------	--	-------	---------