



The Customer Journey

You should not visit our premises if:

You are self isolating

You have Covid 19 Symptoms

You live with someone who has symptoms

We are changing a lot of procedures and would appreciate you having an understanding of these before entering the premises.

Before Arrival:

Book a table. Tables can be booked for a maximum of 1 hour 45 minutes. (A 2 hour turn around with sanitisation). You can call in on the off chance but there may not be a table available.

NOTE : Tables are for a maximum of SIX PEOPLE there is no restriction on households.

Outside tables are for a maximum of six people.

CUSTOMERS ARE TO WEAR FACE COVERINGS APART FROM WHEN SAT AT THERE TABLES. THIS INCLUDES ENTERING & EXITING AS WELL AS USING THE BATHROOM.

Note all service will be table service and we will not permit customers at the bar at this time.

Please arrive at your allotted time via the door requested upon booking. These will be staggered to avoid customers arriving at once and respecting social distancing. Please respect the 2 meter social distancing rule if you are queuing outside.

On arrival you will be seated at your table and will be served by a member of staff for all drinks, orders and food. You will also be asked to provide your contact details. Please do not leave your table to speak to other customers.

When using the bathrooms please respect the other guests and abide by social distancing rules. Wash your hands thoroughly afterwards.

We advise where possible to pay by contactless / card payment that again will take place at your table.

Exit.

On departing the building please leave via the door you came in. This allows a steady flow and less interaction.

Manners.

Like always we ask you respect our staff and other customers. Remember there may be vulnerable or scared people. We ask that you show compassion and understanding. If you encounter a problem wave over a member of staff to discuss.

Breaks in service.

Every hour the staff have been instructed to stop service to clean and sanitise key touch points. This is for their safety and yours. This will only take a few minutes so please bear with us whilst this is carried out.

Issues.

My pledge to you is that if you have concerns or are unhappy you can feel free to contact me personally so that I can resolve the matter. My Email address is rick83@me.com I take the safety of everyone very seriously and therefore will do my utmost to make sure this is adhered to.

Regards

Rick Jones
Restaurateur

