

Welcome Back!

Here it is folks - everything you need to know to have a safe and hopefully enjoyable visit when we reopen our doors to customers at midday on Saturday 4th July 2020.

Firstly, thank you to all who have supported our takeaway service whilst we have been closed for normal service. The takeaway service will continue to operate although some of the times have altered slightly.

We are delighted to be able to welcome you all back after 15 weeks - a period of time we will all, I'm sure, never forget. The risks associated with Covid-19 have led to some adjustments in how we will operate in order to prioritise both your safety, the safety of our employees and meet Government guidelines. We hope that the information below will help answer any queries or concerns you may have about visiting us.

OPENING TIMES

Mon & Tues - Initially closed

Weds to Sat - 12noon to 10.30pm

Sun - 12noon to 9.30pm

Please be aware that for the first few weeks of opening we may close earlier than advertised and our opening hours will be subject to customer demand.

FOOD SERVICE TIMES

Mon & Tues – Initially closed

Weds to Sat - 12noon to 2.15pm (last orders) & 5.30pm to 8.30pm (last orders)

Sun - 12noon to 8.00pm (last orders)

TAKEAWAY TIMES

Mon & Tues Initially closed

Weds & Thurs 12noon to 2.15pm & 4.45pm to 8pm

Friday 12noon to 2.15pm & 4.45pm to **7pm**. (Limited menu after 7pm & subject to availability)

Saturday 9.30am to 2.15pm & 4.45pm to **7pm**. (Limited menu after 7pm & subject to availability)

Sunday 9.30am to 8.00pm

BOOKING

A booking will be required by all customers both drinking and dining.

If you do just want to pop in for a drink we are more than happy for you to give us a quick call five to ten minutes prior to arrival to see if we have availability.

At the time of booking you will be asked to provide your name, telephone number, number of guests in your party and the names of your guests. In line with Government guidelines this information will be retained for 21 days. You will also be asked whether you wish to sit inside or outside.

Please note that if you choose to book outside we may not be able to move you inside if the weather deteriorates - we will do our utmost to assist but a table inside cannot be guaranteed.

Tables in our beer garden have been set at 1.8 metres apart. Tables on the terrace will be allocated to diners whilst other tables will be allocated to drinkers. The small round tables will also be allocated to drinking customers. **Please note that there is NO SMOKING in the garden.**

GROUP SIZES

The Government guidelines are:

Groups of up to 2 households may meet inside.

Groups of up to 2 households may meet outside.

6 individuals from different households may meet outside.

ARRIVAL

Customers will be allocated an arrival time based on their required booking time, please arrive promptly.

Please use the rear car park. The numbered front car parking spaces are allocated for takeaway collection only.

If you require an accessibility car parking space please notify us at the time of booking and we will try to accommodate this.

Please access the pub through the main front entrance and wait to be seated.

All customers will be greeted on arrival, asked to sanitise their hands and then immediately shown to their seats.

Whilst we appreciate it might be tempting to stop and talk to other customers you may know, unfortunately we need to discourage this due to Government guidelines on social distancing and households grouping together.

We are grateful for your understanding.

HAND SANITIZER

Please use the hand sanitizer provided when entering the pub. There are 4 hand sanitising stations for customer use located throughout the premises.

- on entering the pub from the main entrance
- by the coat hooks near the rear exit
- outside the accessibility toilet
- on entering the garden

FACE MASKS

We strongly recommend that for the safety of everyone you wear a face covering whenever you are moving around the premises. It can be removed when you are seated. We feel this is one of the most practical ways to ensure everybody's safety.

Our staff will be required to wear a face covering whenever they are carrying food or drinks or moving around the pub.

Children under 5, those physically unable to wear a mask and people with breathing difficulties will be exempt as per Government guidelines. If the exemption guidelines apply to you please let us know at the time of booking.

OTHER MEASURES FOR YOUR SAFETY

We have reduced the number of tables and chairs available and spaced the remaining tables and chairs further apart to meet Government guidelines. **We respectfully ask that customers do not move any of the furniture especially in the garden.**

Frequent cleaning and sanitising of contact points and customer toilets will take place during our opening hours.

Additional staff training and daily reminders to staff will be made to ensure serving of drinks is done by holding the base or stem of all glassware and that hands are washed and sanitised regularly. Temperature checks of staff are taken at the start and end of every shift.

ORDERING

All food and drinks orders will be taken at your table. In line with Government guidance customers will not be permitted to sit, stand or order at the bar.

Each table will be provided with a disposable single use paper menu but all our menus will also be available on our website for you to preview or view on a smart phone whilst you are with us.

PAYMENT

A tab will be set up for you and we will be taking contactless payments either via phone or card or by chip and pin. We would prefer NOT to take cash payments. Your bill will be brought to your table at the end of your visit along with the card machine. Please pay immediately upon receipt of your bill to minimise staff visits to your table. The card machine will be sanitised after each use.

FOOD & DRINK SERVICE

Cutlery will be brought out to your table at the same time as your food is served. Condiment requests will be taken with your order and provided with your cutlery. They will be provided in single serve sachets.

Drinks will be placed at the end of each table. Food will be placed in front of each guest.

If you are just enjoying drinks in the pub / beer garden and need replenishment please do not hesitate to give us a friendly wave to indicate that you would like to order. Please bear with us if it is busy.

TAKEAWAYS

Takeaways are only available for off-site consumption. If customers wish to dine in the garden they will need to order from our restaurant menu.

Our takeaway service will be modified with effect from Saturday 4th July. Please see our takeaway menu page on our website for full details. Unfortunately we will no longer be able to offer a delivery service.

Collection times on Friday and Saturday nights have been reduced to between 4.45pm and 7pm. We may still be able to offer some items later in the evening but it will be dependent on restaurant bookings.

Customers collecting takeaways will be asked to continue to remain in their car until their food is ready. The food will then be brought out to you at which point you will now need to exit your car and collect your food from the server. The server will be wearing a face mask. If a customer also wishes to wear a face covering we will not be offended. This change has had to occur as we will be allowing access to dining and drinking customers via the front door.

If you wish to join us for a drink and then order food to takeaway you will need to book a table in our bar area and order your takeaway when you are seated.

TOILET FACILITIES

We have fitted locks to the main corridor doors of our toilets in order to facilitate a one-in one-out process and maintain social distancing. Only one customer should use the facilities at a time unless accompanying a child or acting as a carer.

CHILDREN

Children must remain seated at all times unless visiting the toilet facilities. Children under 12 years of age must be accompanied by a parent when visiting the toilet facilities.

CLEANING & CONTACT POINTS

Door entrances and contact points will be sanitised on an hourly basis. Toilets will be checked on a regular basis and sanitised frequently. A cleaning schedule will be located in the corridor.

All tables and chairs will be cleaned and sanitised using a virucidal cleaner after each use.

AND FINALLY

We appreciate that the guidelines are quite arduous and not what customers are used to when visiting a pub/restaurant. We are adapting to big changes - just as you are.

Every day we will be learning more and more about how best to operate the pub and restaurant during this pandemic to ensure customers have an enjoyable visit whilst keeping customers and staff safe. Please be patient with us as we learn.

We look forward to seeing you very soon. 😊