

Operating Charter : Stay Well, Stay Happy

The health and well-being of our customers and staff is always of the utmost importance to us

We kindly ask that you follow the new operating procedures that we have put in place and that you adhere to any requests made by our team to ensure everyone's continued well-being.

Our staff are here to look after you and make your visit as enjoyable as possible. Please be patient as we adjust to new ways of working

PERSONAL HYGIENE

- Hand sanitising stations are available upon entering the venue and near the toilets.
- Staff will wear face masks if they are not able to keep a safe distance from you.
- Hand sanitiser is available on every table. Please do not remove.

CLEANING

- We have doubled the time we spend cleaning before opening.
- Every table, chair, screen and item on the table will be cleaned between customers.
- We will sanitise high touch points around the venue every 3 hours.
- All toilets will be sanitised every 3 hours. Wipes are also provided for customer use.

SERVICE

- Please arrive on time for any bookings.
- A member of each household **must** sign in upon entry and provide the information requested.
- Please wait to be seated at a table. We will be operating Table Service only – even if you are just having a drink.
- If we don't have a table available and you haven't booked, you can choose to queue outside the venue and wait.
- Cutlery and napkins will be provided after ordering and condiments on request.
- Menus will be used once, then discarded for recycling.
- Card payments preferred - contactless where possible.

SOCIAL DISTANCING

- Please follow signs regarding one-way systems and changes to entrance and exit points.
- Please keep 2m apart where possible from staff and members of different households.
- Screens are in place to separate tables inside and provide an extra level of safety.
- All tables outside are placed a safe distance apart. Please do not move tables.
- Please do not allow your children to encroach onto other customers' spaces.
- If the weather allows and there is space on the grass in our garden that is 2m away from any other table / household, our staff will suggest this option to you.