

YOUR VISIT:



Controlled queues or no queuing for toilets



Set distance between tables



All our operations have been risk assessed and these can be viewed online



Order and pay for food and drinks at your table online using your phone



If you can't visit you can order takeaway online



Limited bar service please check signs.



Controlled queues for entry and ordering



Hand sanitiser stations around the premises



No sitting at the bar



We will be keeping the premises well ventilated



Please do NOT visit if you are unwell and should be at home

Please follow staff instructions and signage. If you have any queries, please just let us know.

FREQUENTLY ASKED QUESTIONS:

Q. Will there still be table / waiter service?

Yes for inside tables only. However, we would ask that those that can order via smartphone do so to help with social distancing.

Q. Can I still order at the bar?

Yes, at a specific order point for outside tables only. However, we would ask that those that can order via smartphone do so to help with social distancing. Please also note that we are only operating one queue to the service point for those wishing to order or waiting to be seated.

Q. What do I do on arrival?

There is a queue system in place for our Service Points. Queue times will be kept to a minimum whilst maintaining social distancing. You will need to go to the Service Point before being seated inside or outside.

Q. Do I have to reserve a table?

No, but we would advise it. You will need to register (see below).

Q. Do I have to give my details for contact tracing purposes?

Yes, one person from each table must register using our online system. If you can't access the internet the staff will register you. Your details are kept secure, for only 21 days, will not be used for marketing purposes and will only be passed on to approved Government agencies.

Q. Is there a drinks or time limit on tables?

We allow 2 hours per sitting but may be able to offer some flexibility during quiet times. There is no limit on drinks but usual licensing laws remain in place.

Q. Is the menu the same?

Yes, but some items may be unavailable at times as suppliers bring stocks back to normal levels. Printed menus are now disposable.

Q. Will there be hand sanitiser?

Yes, we have hand sanitiser points at strategic points around the premises.

Q. What have you done to prepare for re-opening?

A lot! All sites have been fully risk assessed and layouts amended, staff training undertaken, hygiene and cleaning systems put in place, screens installed and online ordering platforms introduced. We are Covid Secure as per Government guidelines.

Q. Will toilets be open for customers?

Yes, but please pay attention to signage regarding queuing. If you have a concern regarding queues for toilets please speak to a Duty Manager on arrival.

Q. Are children allowed?

Yes, but like everyone else they will need to remain at the table. Unfortunately, we will not have our usual selection of games, books and colouring but you are welcome to bring your own.

Q. Are dogs allowed?

Yes, but like everyone else they have to maintain social distancing! Please keep dogs on a short lead and under or just alongside the table.

Q. How will you enforce the Government guidelines on meeting up with other households?

We will remind customers of current guidelines where appropriate and will take customers at their word that they are sticking to the advice. Due to our new layouts we are unable to host large groups at this time and we retain the right to refuse service.

Q. Can I just come for a drink?

Yes, but there is no seating at the bar so you will need to remain at a table and unfortunately mingling and moving between tables is not allowed.

Q. Are you doing takeaway?

Yes, you can order online for a specific collection time.