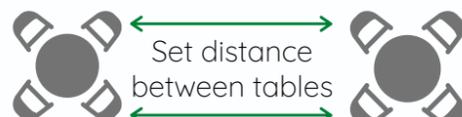


TIER TWO

YOUR VISIT:

 <p>Controlled queues or no queueing for toilets</p>	 <p>Set distance between tables</p>	 <p>All our operations have been risk assessed and these can be viewed online</p>
 <p>Order and pay for food and drinks at your table online using your phone</p>	 <p>If you can't visit you can order takeaway online</p>	 <p>No bar service</p>
 <p>Controlled queues for entry and ordering</p>	 <p>Hand sanitiser stations around the premises</p>	 <p>No sitting at the bar</p>
 <p>We will be keeping the premises well ventilated</p>	 <p>Please do NOT visit if you are unwell and should be at home</p>	<p>Please follow staff instructions and signage. If you have any queries, please just let us know.</p>

FREQUENTLY ASKED QUESTIONS:

Q. Will there still be table / waiter service?

Yes. 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?

No, you will need to remain seated as much as possible.

Q. What do I do on arrival?

You will need to wait to be seated (inside or outside) by one of our team.

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 either the NHS App or 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?

Due to the Tier Two regarding alcohol only with a substantial meal we will be operating timed sittings when alcohol is ordered. We allow 1.5hrs for one course or 2hrs for 2-3 courses.

Q. Can I just come for a drink?

You can just have a coffee or soft drink without a meal. Alcohol can only be ordered with a substantial meal. This means that to have an alcoholic drink you will need to order a main course or a starter and side. Once you have finished eating you cannot continue to order alcohol.

Q. Who can I visit with inside?

Inside you can only sit with those in your household, plus any support bubbles. You can also sit inside on tables of up to 6 people for a business meeting.

Q. Who can I visit with Outside?

Outside you can sit on tables of up to 6 people from any household.

Q. Can I visit with people I am in a Christmas bubble with?

No, Christmas bubbles are only for gatherings at home or in religious settings.

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. Are you doing takeaway?

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

Q. What if the area changes tier?

In Tier 3 we would be required to close. If we move to Tier 1 we anticipate being very busy so advise booking!