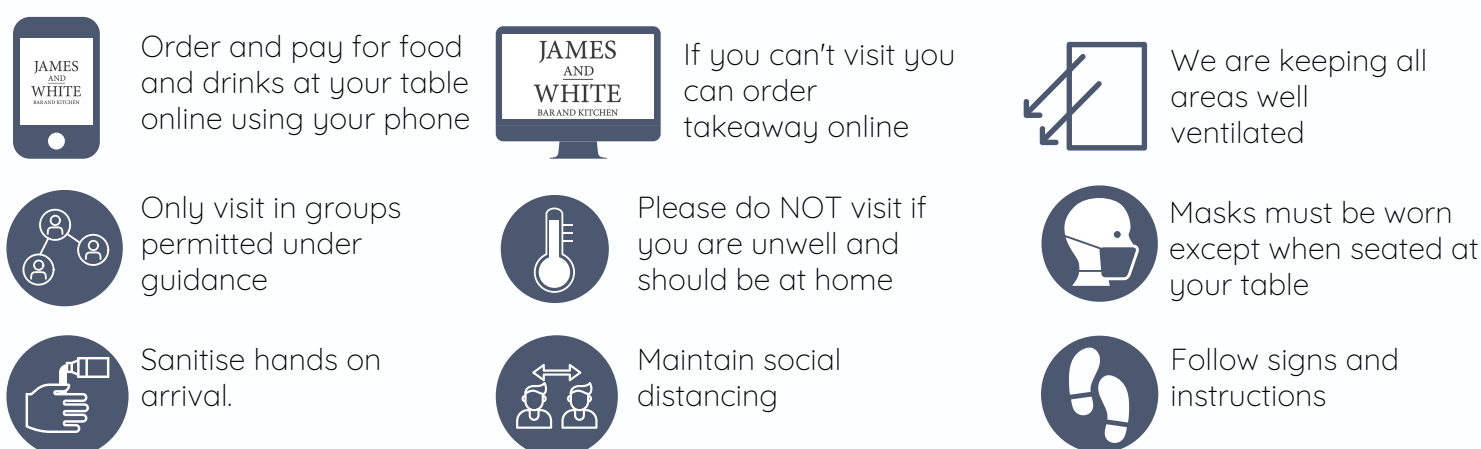


## YOUR VISIT:



## FREQUENTLY ASKED QUESTIONS:

### Q. Will there still be table or bar service?

We are only offering table service or an order online by phone option. Tables in the Yard at Christchurch must order online due to licensing restrictions.

### Q. Can I sit inside?

Yes! You can sit in a group made of 2 households or 6 people from different households.

### Q. Can I sit outside?

Yes! You can visit in a group of up to 30 people outside. However, our outside tables seat a maximum of 8.

### Q. Can I come inside to use the toilets?

Yes and we have allowed space for a socially distanced queue should it be busy.

### Q. What do I do on arrival?

There is a queue system in place and one of our Servers will seat you.

### 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, everyone over 16 must register for contact tracing purposes. We encourage you to download the NHS Track and Trace App before you visit. If you do not have a smartphone, please speak to a member of the team who will take your details.

### 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. Can I only drink alcohol with a substantial meal?

No, we can serve alcohol without a meal.

### Q. Is the menu the same?

Yes, but some items may be unavailable at times as suppliers bring stocks back to normal levels. We have specially printed menus which can be cleaned in the dishwasher!

### 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. 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. Do you have heaters outside.

Yes, we have tables with high powered infrared heaters and also some tables by gas heaters. We may not always be able to guarantee specific tables at the time of booking. Heated / covered tables will be reserved for those who book first.

### Q. Do you have covered / rain proof tables outside.

Yes, we have tables that are under cover. Heated / covered tables will be reserved for those who book first.

### Q. Do I have to wear a mask?

Yes, you need to wear a mask when you are not at your table, for example on entry or when visiting the lavatory.

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