

The Restaurant, Bar & Outside Service Procedures



- A team member will greet each customer at the entrance and ask if they are displaying any symptoms of covid-19, or if anyone within their household or someone they have come into contact with has (new persistent cough, loss of smell/taste or shortness of breath), If this is the case you they will be denied access and must not return for 14 days.
- The guest's temperature will be taken using a non-contact thermometer.
 - o If thermometer shows 38°C or higher, customer must leave the building and not return for at least 14 days.
- All guests must use the hand sanitising station at the entrance
- Please observe all directional and instruction signs throughout the building and grounds.
- Guests will be taken straight to their table in whichever area has been booked.
- Tables will not be setup until the guests are sat.
- Online ordering will be in place very soon, until then:
 - o Server to take menus to the table (none to be left on tables)
 - o Menus are one use only, they will be disposed of after removing from customer.
 - o All orders will be taken at the table, guests are not to attend the bar.
- All bills to be transacted at tables not at the till/bar
Payments are by card/device/wristband or gift voucher only, NO CASH
- Deep cleaning takes place each day including fogging with a Virucide.

Notes

Tables should be booked at least 24 hours prior for the Restaurant, Lounge, Terrace and Garden. Online booking is preferable.

Servers will wear appropriate PPE

- Mask and gloves (Gloves changed as appropriate, no need to change masks) Greeter will also wear a visor.

If any requirement is refused by the customer, they will be asked to leave.

Social distancing must be maintained wherever possible at 2 metres and guests are recommended to wear face masks in public areas.

All crockery, cutlery and glassware is washed in an industrial dishwasher at high temperature with the appropriate detergent.

Should you have any concerns or queries please report them to a team member immediately

