

# Welcome back...

We can't wait to see you all again!!!

Our guests and teams' safety is paramount to us and therefore we have made some changes in order to adhere to the present government guidelines.

<b><u>New Opening Hours</u></b>	<b><u>Food Served</u></b>	<b><u>Bar opening hours</u></b>
Monday	12-9pm	5-11pm
Tuesday	12-9pm	5-11pm
Wednesday	12-9pm	5-11pm
Thursday	12-9pm	5-11pm
Friday	12-9pm	12-11pm
Saturday	12-9pm	12-11pm
Sunday	12-9pm	12-11pm

We will be serving a simplified menu for now which will enable us to maintain social distancing and reduce pressure on our team however, if there is a particular dish of ours that you are craving please let us know and we will do our best to reinstate it for you. Due to government restrictions we are no longer able to serve a carvery on a Sunday. We will still have our delicious cooked Sunday lunch menu available but we will just need to serve it to you. Last orders for food will be 8.30pm and last orders for drinks will be at 10pm.

## **Reservations**

To comply with the social distancing of 1+metre set out by the government we now have limited tables available in the bar area. Therefore, we encourage all of our guests to book a table should they wish to dine with us. Tables will be allocated on a first come first served booking system and be allocated a 2 hour time slot. Please call 01270 539100.

## **Operating Procedures**

When you arrive at the hotel, please wait outside at the assigned arrival station on the left of the building. Please sanitise your hands and read through our new operating procedures. Please do not enter the bar but wait for a member of staff to arrive. Your server will explain the new procedures and take all of your personal details (this is mandatory and set out by the government guidelines). Once you are at your table, we would kindly ask you to remain there (unless of course you need to use the bathroom). Full table service will be given and our bar area is off limits to the public. We would encourage all guests to pay by card/contactless but we will take cash if there is no other option. All doors where possible, will be propped open to reduce cross contamination on doors/handles. Additional hand-sanitising stations will be clearly labelled and placed throughout. We will try to ensure a one-way system whereby guests enter on the left and leave through the middle doors by the Autumn Suite.

## **Toilets**

If you have to leave the dining area to use the toilet then please sanitise your hands before entering the toilets. Due to limited space we do ask that only 2 guests are in the toilets at any given time. If you enter the toilets and see two cubicles/urinals in use please wait outside in the corridor until a guest comes out. Please thoroughly wash and sanitise your hands before re-entering the dining area. Our toilets will be cleaned every 30 minutes in line with government guidelines. Please be patient during this time if the toilets are out of use for a short period.

## **Symptoms**

If you are displaying any symptoms in the few days before your reservation such as high temperature, a new continuous cough, a loss of smell/taste or just generally feel unwell then please call us and cancel your reservation. If we encounter any guests with symptoms a member of the team will kindly ask the guest to leave.

## **Social Distancing**

As per the government guidelines our tables have been spaced at 1+metre apart to ensure social distancing is adhered to. Please be aware of this should you need to walk through the bar to the toilets. It is human nature to gravitate towards people who you have not seen in a while so our staff will be on hand with a gentle reminder. If this does not work and guests cannot keep their distance however, they will be kindly asked to go elsewhere.

This is a very strange time for all but we are very excited to be reopening our doors to you. We are working with a smaller team and service will be a little slower given all the extra work involved. We promise to keep you as safe as we possibly can and in return ask for your patience.

Should you have any questions in the meantime please do not hesitate to contact us on 01270 539100.

**Kind Regards**

**The Hunters Lodge Team**