



THE BOURNE ARMS

CUSTOMER COVID-19 GUIDELINES

***Ahead of opening we wanted to reveal some important details.
Our aim is to keep our customers and staff safe.***

1. For dining guests we are currently operating a booking only policy – booking can be done online or over the phone. A £10 deposit is taken at the time of booking, which is refunded from the overall bill at the end of your meal
2. For drinking only guests booking is advised but not essential. Please note there will be a one-in one-out policy
 1. As per government guidelines we will be operating a reduced capacity. This includes a maximum party size of 6 people, from two households only. We will be accepting dogs though this doesn't count as one of your 6 guests. As always The Bourne Arms very much remains a Family environment
 2. Currently each booking slot has a maximum of 2 hours starting at the time the table was booked
 3. We will not be allowing walk-ins at busy times. If possible we will try to accommodate at the time or book you in for later that day
 4. We will accepting all payment types, however contactless payment is encouraged
 5. On arrival you will be greeted by our host who will explain some of the changes to our service and who will be looking after you as well as taking you to your table
 6. Our menus have been designed especially with Covid-19 regulations - they will be sanitized after each use and only one single menu will be given per table to avoid any contamination. Our menu is available on the website for viewing should you prefer not to take a printed menu
 7. There will be hand sanitizing stations throughout the vicinity
 8. Toilets will be operated as one-in one-out policy as per guidelines to avoid any unnecessary contact with other guests - new locks have been installed on the doors to accommodate this
 9. Tables have been rearranged to fit social distancing guidelines - therefore rearrangement of any furniture is not possible
10. The front entrance will be used as Entrance only and the back gate will be used for Exit only.
No entry is permitted by the beer garden
11. Currently no seating will be made available for outside spaces unless you are seated in the building - this is expected to change at some point in the near future
12. Standing is only allowed when using the wash room facilities. For guests on the drinking tables may be allowed to collect their drink from the back bar. There will be no access to the bar for guests
13. Our staff and our guests are not required to wear PPE, however we respect those who wish to use it

***As the weeks progress we will keep you all up to date with any developments and changes
through our Website and Facebook page.***

***We expect changes to be made and adaptations to occur regularly -
we are all learning!! Our main aim is to keep you safe.***