



THE BOURNE ARMS

CUSTOMER COVID-19 GUIDELINES

Updated 22nd September 2020

- We are currently advising all dining guests to pre-book their table – booking can be done over the phone. You may be asked for a £10 deposit at the time of booking, which is refunded from the overall bill at the end of your meal
- For drinking only guests booking not essential. Please note there will be a one-in one-out policy
- As per government guidelines we will be operating a reduced capacity. This includes a maximum party size of 6 people. Children are included in the group of 6. 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. If your household (or support bubble) consists of more than 6 people we will accommodate accordingly - however this is the only exemption from the 6 people rule - as per Government Policies. For groups larger than 6 you may be asked to confirm the above applies - this could be informally by verbal confirmation or formally by a written statement
- Government Policy quote: *"When eating or drinking out with people you do not live with, you should keep to the wider rules on group sizes: you must only attend these places in groups of up to 6 people. You can attend in larger numbers with the people you live with/who are in your support bubble."* We encourage that people from different households should socially distance as much as possible - this includes where to sit at your designated table
- We have and continue to document data for NHS Test and Trace - you will be asked for your name and number during your stay (usually on arrival) - this is Government Policy and we would be grateful for full cooperation
- We ask that our guests remain seated during their time spent here - both inside and outside (where necessary) - this is to prevent any unnecessary movement - toilet visits are naturally exempt from this
- As per Government Guidance we advise that our guests should avoid social interaction with anyone outside the group they are with
- At our busiest times it may be possible that a booking slot has a maximum of 2 hours starting at the time the table was booked
- We will accommodate walk-ins as much as possible at that time or book you in for later that day, this will be based around our maximum capacity
- We will accepting all payment types, however contactless payment is encouraged
- On arrival you will be greeted by our host who will explain some of the changes to our service
- Our menus will be sanitized before and after each use. Our menu is available on the website for viewing should you prefer not to take a printed menu
- There are hand sanitizing stations throughout the vicinity
- Toilets are operated as one-in one-out policy as per guidelines to avoid any unnecessary contact with other guests - please use the locks on the back of the first door entered
- Tables have been rearranged to fit social distancing guidelines - therefore rearrangement of any furniture is not possible - unless a pre-booking is made
- 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. To be used in conjunction with our one system in place inside
- We operate table service ONLY. Under no circumstances is standing or ordering at the bar permitted
- Based on new Government Policies our staff are expected to wear PPE. Our guests will also have to wear PPE whilst indoors except while seated at a table to eat or drink

OUR AIM IS TO KEEP YOU SAFE!