



# THE BOURNE ARMS

## CUSTOMER COVID-19 GUIDELINES

### **Updated August 2020**

- We are currently advising all dining guests to pre-book their table – booking can be done online or 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 is advised but 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, 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
- 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 accept 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 and who will be looking after you as well as taking you to your table
- 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 will be hand sanitizing stations throughout the vicinity
- 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
- 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
- Currently we are not serving food outside, this is expected to change in the near future
- Drinking only guests will be allowed to order and collect drinks from the bar, however standing at the bar is not permitted. Dining guests can order drinks with their server and have the drinks delivered to the table
- 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.***