

Keeping You Safe

We all understand that the post-Covid world looks a little different from before but we are prepared - who would have thought that Helen's years of microbiology training would have come in so useful? We couldn't be more excited about opening our doors and seeing everyone again and we hope you're as equally excited about visiting us.

It has been a particularly difficult time for everyone, with a lot of information and guidance to take on board ahead of reopening. With this in mind we wanted to share with you what we have done to help keep you and our team safe & smiling when dining with us but we do need your help too.

From the moment you arrive until the moment you leave we will ask you to adhere to our team's advice to keep you, and our team, as safe as possible.

ARRIVAL - We are staggering all of our bookings so that we can distance your party from our other guests. To help us, we would ask that you arrive exactly on time for your reservation so that we can take you straight to your table.

CLEANING - Sanitisation of high contact points will be carried out throughout the day as well as a deep clean the end of each service. We've enhanced our already detailed cleaning programmes, and trained our team to carry out these new systems with great care and diligence - they have all passed their Covid-19 training courses too. We will also be cleaning the bathrooms every time they have been used but more about that later.

VENTILATION - We have had all of our extraction & air conditioning deep cleaned and treated with advanced antiviral spray. Currently we are closely monitoring WHO advice on air conditioning unit use.

IN THE KITCHEN - If you look through the window you will see that our kitchen team are socially distancing, Jon has his half of the kitchen and Anna & Jake have theirs (they live together which is really handy!). As always the highest standards of hygiene are being practiced.

SOCIAL DISTANCING - As you know our restaurant was spacious before so the dining room is not going to look too different. We have removed one table which allows over 2 meters between the seats of every different party so there is no recommendation for the usage of any face coverings whilst inside.

KEEPING OUR DISTANCE - We want you to feel comfortable in the restaurant and not like you have just walked into a hospital, so we have put in the following procedures so that we are not required to wear face coverings in the restaurant either. If you are worried or in a higher risk category and would feel more comfortable if we did wear a face covering at your table please just let us know when you make your reservation. We'll step back when we take your order, and remain at a safe distance during your visit. We will be keeping our interaction times to less than 15 minutes per table but as always if you would like anything please do just ask!

YOUR HANDS -A Sanitising station is positioned in our entrance hallway which we would like you to use prior to entering and individual hand sanitisers are available on each table. We have worked with the Sibling Distillery, just up the road, to make the lovely Grapefruit & Mint sanitising fluid that does the job but also smell delicious and doesn't leave that slimy residue.

OUR HANDS - Our team will be washing & sanitising our hands between each table we serve.

HEALTH CHECKS - Please note that we will be asking our guests some health questions prior to your arrival, and we would ask you to let us know in advance of your booking with us if you are suffering symptoms of Covid-19. We will waive any cancellation fees if guests are not able to join us due to self isolating as long as you let us know before 5pm on the day.

STAFF HEALTH CHECKS - Our team will not only be temperature checked before each service but we have also put in place a system to check their taste & smell. If we are in any doubt that one of our team maybe showing Covid-19 symptoms, we will follow government recommendations- asking them to self isolate & get tested before returning to work.

CHANGES TO SERVICE - You may notice a couple of little changes to our service. Sadly our lovely bread basket has been retired for the foreseeable future but during lockdown Jon has been perfecting another Bread recipe which we are very excited about along with different butters. We will also have to limited our chatting for to long at your table, we will endeavour to keep our contact time at your table to under 15 minutes from the duration of your visit with us.

SHAKING HANDS & GIVING HUGS - Whilst it is in our nature to shake hands and say hello, in the interest of safety, we'll be consciously taking a step towards removing as much of our contact as possible, don't worry though, we'll remain as smily & friendly as ever.

PAYMENTS - We are limiting the handling of cash in the restaurant, so whilst you are welcome to still pay your bill or leave us a tip we are unable to offer any change. We will be fully sanitising the card machine between each use.

GOING PAPERLESS - Each table will have their own (sanitised) tablet for use during your visit. All of our menus, wine lists, explanations & even the bill will be on there ready for you. They are very simple to use and we will always be on hand to help out if you can't find what you are looking for. If you are completely technophobic don't worry, we do still have our paper versions handy- we will just quarantine them for 72 hours after each use - please just let us know if you would like a hard copy instead!

BATHROOMS - If you have visited us before then you will be aware that our bathrooms are downstairs and whilst they are spacious themselves the hallway is quite narrow with very little room for any social distancing. We will be running a virtual queuing system, on your table will be a (sanitised) penny, all you need to do is to move the penny so we can see it and we will know that you wish to use the bathroom. As soon as there is a cleaned bathroom available we will let you know. Our bathrooms will be sanitised between each guest, fresh hand towels placed out especially for you. We have removed the tissue box from the bathroom too, if you would like a tissue we do have small packets available please do just ask.

We hope that you understand that all of these new measures are necessary to keep everyone safe and well during these strange times but one thing is certain, Covid-19 will not alter our usual warm welcome, we just won't be able to shake your hand or give you a hug.