

Dear Guests,

Thank you for your continued support, we are very pleased to announce that we will be re-opening to welcome you back from the 4<sup>th</sup> of July 2020.

With this comes the need for new procedures, to keep both our guests and the Poet team safe. We will guide you through these changes during your visit.

- We strongly advise you to pre book your table. Due to restricted numbers, we are unlikely to be able to accommodate walk ins.
- We understand that you may need to cancel, please call to let us know.
- We are only accepting contactless payments.
- Please follow government guidance on who you can meet to dine together from outside your household:
  - Indoor tables are limited to members of any two households (or support bubbles).
  - Tables in the garden are limited to members of any two households (or support bubbles), or a group of at most six people from any number of households (including children).
- Please arrive on time and wait to be shown to your table to be seated.
- No Pre meal drinks are allowed at the bar/ bar area. We will provide our usual high standard of table service, so there is no need for you to move away from your table to order.
- Menus will be single use, and we'll be recycling the paper.
- Tables are spaced to allow social distancing, which will limit our capacity, but the good news is that we are now open on Mondays. You can also still order for delivery & collection from our Poet@Home website.
- Hand sanitising stations will be available at multiple points around the restaurant.
- To reduce handling, we will not be offering a cloakroom service. Please keep outerwear on the back of your chair.
- You will be given a form to complete with contact details of all diners in your party. This will be stored in our secure file for up to 21 days for Track & Trace purposes only. We will not share this information unless it is requested by the NHS Track & Trace Service.
- Our team will be wearing face masks or face shields. They have each been trained in new ways of working to reduce the risk of Covid infection. Staff temperatures will be checked on arrival using a contactless thermometer, and the team are clear that they should not come to work if displaying symptoms, or if they have been asked to self-isolate.

- A specific team member will be assigned to regularly sanitise common touch points including door handles and toilet facilities. Your table and chairs will be sanitised prior to your arrival.
- We will be operating a one-way system, anti-clockwise moving from the entrance right through to the restaurant or garden. Same applies to the garden area. Guidance arrows will be in place.
- Our Toilets will be open for use by one person at a time due to the nature of the size of the areas. Please do not queue. (should this be, "If you need to queue, please socially distance"?)
- If dining outdoors, in the event of adverse weather conditions, it will not be possible to seek shelter inside the Poet. Umbrellas or gazebos will be provided for all tables.

We kindly ask you for your cooperation. All guidance rules will be reviewed according to government announcements, requirements and guidance. Our full risk assessment, completed with input from the team, is available to read on The Poet's website.

Thank you for your patience and for helping us keep everyone safe.

We can't wait to see you all!