



### **Covid 19 Customer Guidelines for visiting The Woodman.**

We are very happy to be welcoming our customers back to The Woodman after such an extended period of closure, but we do need to follow the government guidelines in so doing, and, as such, we would like to set these out below.

Please be aware that these measures are in place to make sure that we do the very best we can to ensure the safety of our customers and staff at all times, and yet still provide an enjoyable experience for you as customers.

**IF ANYONE IN YOUR PARTY IS FEELING UNWELL OR DISPLAYING SYMPTOMS OF COVID 19 PLEASE POSTPONE YOUR VISIT UNTIL A FUTURE DATE.**

We would respectfully ask you to adhere to the following regulations:

- Use the hand sanitiser positioned throughout the building on arrival and at regular intervals.
- Face coverings must be worn **by law** when entering, moving around in, or leaving our premises. They may be removed once seated at your table.
- Maintain social distancing whenever possible. We have laid out the restaurant and outside area to keep a minimum of one metre between tables. Please do not move tables or chairs yourselves. Please **supervise children at all times** and ensure that they remain at the table with you. If you need to pass other guests, please try to respect the 1 metre (or more) distance.
- By law we will provide table service only, so please wait for us to come to you. We will offer single use menus and wine lists, or you may consult our menu via our website. We will bring cutlery and glassware once you are seated, and condiments if required. Card or contactless payment is preferred but we will continue to accept cash.
- Drinking while standing is strictly forbidden, and please **do not** come to the bar to order drinks.
- Reservations are strongly advised due to the strict nature of these new guidelines but are not essential. We are legally required to take contact details from the lead member of your party to assist with NHS Track and Trace, which we will keep for 21 days. You may also scan our QR code using the NHS Covid 19 App.
- There is a mandatory requirement for all guests to have left the premises by 10pm.
- The "Rule of six" now applies, by law, to tables both indoors and outdoors, and this is the maximum number that we can accommodate on any table (from up to six different households). We reserve the right to refuse service should your party be in breach of this rule.
- Please be aware that groups may not mingle either indoors or outdoors and each group should remain seated at their own table for the duration of their visit to us.
- Toilets will be operated on a one in one out basis and will be regularly cleaned and sanitised. Ladies should use the disabled toilet, and gents are asked to ensure the door is locked behind them as they enter to ensure single use of the facility.
- Please note that failure to observe these guidelines will result in us being unable to serve you.

Rest assured that our team has received training and guidance to work confidently within this framework and offer the best hospitality experience that we possibly can in the circumstances.

Caroline and François