



Coronavirus / COVID-19 Safety Measures

We are delighted to announce the re-opening of The Oaksmere Steak and Seafood Grill and our beloved pub.

To ensure the utmost safety and comfort of our customers and colleagues we have been working closely with CSC Compliance to implement suitable Covid-19 procedures – including enhanced cleaning procedures, social distancing controls, staff training and illness reporting protocols. We have now achieved our 'A safe place to Work and Visit' accreditation and are happy to introduce our new safety measures.

Booking

- ✓ To avoid disappointment, we advise booking in advance.
- ✓ To make a reservation please contact our reservations team on 01379 873 940 or email info@theoaksmere.com – please note that our online booking system is currently closed to allow us to monitor the number of guests on site and to allocate tables in line with social distancing.
- ✓ To comply with the government track and trace guidelines, we will require your full name, telephone number and email address at the time of booking, which will be held for 21 days from the date of your visit.
- ✓ Walk in reservations will be required to provide this information on arrival, please report to our main reception desk.
- ✓ In line with government guidelines there is a maximum of two households and six people per table booking.

Arrival

- ✓ Please arrive at the allocated time of your booking and make your way to our main reception desk.
- ✓ You will be checked in by our friendly team and for the safety of you and our other guests your temperature will be checked. If the temperature of you or a member of your party reads higher than government guideline then we are afraid your party will not be admitted.
- ✓ We have placed advice and awareness literature and sanitising stations throughout The Oaksmere so please take time to use both, as often as you wish, throughout your visit.
- ✓ Once checked in, your host will show you through to your table. Our tables are sanitised fully between uses and are correctly distanced.
 - ✓ Our team also regularly clean all touchpoints throughout the day.
 - ✓ All staff will work at safe distances and will be wearing face coverings.
 - ✓ Where possible we ask that you make contactless payments.



OAKSMERE

SUFFOLK | ENGLAND

Our Team

- ✓ All our staff have completed Covid-19 Awareness Training.
- ✓ Our staff are temperature checked before commencing each shift and strict illness and return to work policies are in place.
 - ✓ We provide Personal Protective Equipment where appropriate
- ✓ We will continuously be carrying out enhanced cleaning and sanitising regimes.

Although we take your safety and the safety of our team seriously, we still aim to offer the same level of service as we always have, whilst maintaining a relaxing and comfortable atmosphere for you to enjoy our high quality food and drink.

We are beyond excited to welcome you back to The Oaksmere soon!