

## The Oaksmere Covid-19 Update: 4<sup>th</sup> December 2020

Following the Government's revised guidelines for safety in hospitality we will be adhering to the legal requirements that have been set out.

The Oaksmere will always strive to provide the best food and drink with warm friendly service in the safest way possible, to both staff and guests. We are in fast changing times and are working as quickly as we can to adapt to new regulations - we would like to thank you in advance for your patience, loyalty and understanding.

### Face Coverings

Following new government law, we require all our guests to wear a face covering when walking around the hotel and restaurant, except if you are seated at your table.

Please bring your own face covering with you.

Our teams will also be wearing face coverings in all public areas.

### Rule of 6

We are following Government guidelines for gatherings of a maximum of 6, and we ask and trust that our guests will also adhere to these guidelines. Inside this can be a group from one household or support bubble, outside in Winter Wonderland mixed groups of up to 6 are permitted.

### Table Service

In line with Government guidance we will only be offering table service only for both the Restaurant and Winter Wonderland. This also applies throughout our other communal areas. We therefore strongly advise booking in advance.

### Restaurant and Bar Booking Times

**Restaurant, Wonderland & All-Day Menu:** 12.00pm - 20.30pm

**Afternoon Tea (24 hours' notice required):** 14.30pm - 17.00pm

*(Please note that we are allocating each booking a two hour time slot (three hours in Wonderland) in order to allow time for you to enjoy your experience with us whilst ensuring we maintain the correct health and safety procedures for staff and guests)*

### 11pm Curfew

Our Restaurant and Wonderland will be closed from 23.00pm prompt, with last orders at 22.00pm. We politely ask that you aid our staff by ordering your desserts and digestives well in time, as to not rush the end of your meal.

For our hotel guests our lounge and communal seating areas will also be closing at 23.00pm, however we can bring drinks up to your room if you would like a night-cap.

Our Reservations team will be in touch with you as soon as possible if this affects your booking. We would really appreciate it if you let us get in touch with you rather than calling us at this time, as our teams will be doing their best to help you all with your plans.

## Coronavirus / COVID-19 Statement: 29<sup>th</sup> July 2020

To ensure the upmost 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 as follows.

### 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](mailto:info@theoaksmere.com)**.

To comply with the government test 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. Please note that due to popular demand for tables, walk ins cannot always be guaranteed a table, therefore we strongly recommend booking in advance.

We are unable to honour group bookings of over 6 guests.

### 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 host 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.

### 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!**