

BOOKING & COVID INFORMATION

We are opening on Wednesday 2nd December for table bookings and takeaway (collection only) To book a table or order a takeaway, please call us on 01986 784214



Our trading hours are:

Monday – Saturday
Sundays

BAR: 12 - 10^{pm}
BAR: 12 - 9^{pm}

FOOD: 12 - 9^{pm}
FOOD: 12 - 8^{pm}

**Please read our booking guidelines below and COVID info before visiting.
We are in a tier 2 area, so single household bookings only and all tier 2 rules apply.**

We take our obligations in ensuring we're a COVID secure business seriously and are following the government guidance and legal requirements required. We are here to give you the same great service, amazing food and some quite splendid gins and real ales as we always have done, and we really can't wait to see you! However, we also want to reassure you that your visit to us has been made as risk free as it possibly can be, through thorough hygiene procedures, risk management, training and awareness.

Everyone is responsible for stopping the spread of COVID19, including our guests. We thank you for your co-operation in respecting the measures introduced to keep our pub COVID secure for the safety of everyone, including our team. **Failure to respect the measures may result in you being asked to leave.**

Please remember these things have been implemented by the government, not us.

If you have any queries, please speak to us; Kevin or Kate Wood, the owners, or in our absence, Aimee Button, our Assistant Manager. You can find our risk assessment in more detail on our website.

BOOKING INFO & COVID DETAILS - UPDATED 27.11.20

TIER 2 RESTRICTIONS

We can only take bookings for people who wish to dine who all live in the same house. This includes 'bubbles' (where one other single person who lives alone can join with another household to make a 'bubble') and students returning to their main residence from university.

We are not legally permitted to serve alcohol to non diners. Coffee and soft drinks are permitted without dining.

The rules are now an enforceable legal requirement, subject to both fines for you and us and we are obliged as part of our licensing objectives to ensure this happens. They are not up for debate or argument. As per the legal requirement, we require a contact number and name for all bookings (1 person in the party)

Please **do not** visit if you have any COVID symptoms. Wash your hands and use the sanitiser points installed for your convenience. Please remember to respect social distancing at all times, be courteous and give way to others if necessary. In other words, please use common sense.

BOOKING ONLY - It's table service only, and we are only permitted to serve alcohol as part of a meal.

Children must remain seated at tables.

Under 12's must be accompanied by one adult to the toilets to ensure adequate hand washing.

Bookings for dining guests are allocated a timeslot.

The table allocations are: 2 hours for up to 4 guests and 2.5 hours for 5 - 6 guests

We find these slots are more than generous for the majority of guests. Please respect the timeslot given to you and arrive for your booking at the correct time (not early, not late) - this ensures the tables can be fully sanitised for re-use and other guests are not kept waiting in the carpark. If you're going to be late, please let us know and if you don't need your table for whatever reason, it's not a problem but PLEASE just call us and let us know.

Dogs are still most welcome in all the usual areas, but must be kept on a lead.

We are not allowed to let guests sit or stand at the bar, nor are we serving from the bar servery, so please - take a seat; we'll come to you! 'Vertical drinking' (i.e: standing in the bar with a pint) is not permitted. Please remain seated and do not move furniture around.

We still accept cash as a method of payment. Your cash will be segregated from the rest of the money in the till and your change will be given to you from a 'clean float'. We quarantine cash for 72 hours as a precautionary measure.

Sorry for all the rules; hopefully we can all get back to some sort of normality sooner rather than later. Thank you so much for your support and understanding, we hope to see you soon!

Kate, Kev and all at The Queen's Head