

BOOKINGS & COVID INFO AS OF 12TH APRIL 2021...

We are open for drinking and dining outdoors only and for takeaway.
To book a garden table or order a takeaway for collection, please call us on 01986 784214



Our trading hours are:

BAR FROM 11AM, 7 DAYS A WEEK (closing times are at our discretion)
FOOD 12 - 8PM, 7 DAYS A WEEK for OUTDOOR TABLES AND FOR TAKEAWAY

Please read our booking guidelines below and COVID info before visiting.

We take our obligations in ensuring we're a COVID secure business seriously and are following the government guidance and the new legal requirements. 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 hygiene procedures, risk management and training.

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 will result in you being asked to leave.

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

We are trying to deal with the most stringent, non-sensical and bizarre set of rules for any sector, so please be polite.

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

BOOKING INFO & COVID DETAILS - UPDATED 12.04.21

Please **do not** visit if you have any COVID symptoms. Wash your hands and use the sanitiser provided.

Please remember to respect social distancing at all times, be courteous and give way to others if necessary.

BOOKINGS - You don't have to book in advance, but we'd recommend it to be on the safe side.

At present, it's the rule of 6 (from any amount of households) OR two households of any size.

We reserve the right to see proof of address for bookings before guests are admitted.

All guests over the age of 16 are now legally required to either:

a) Scan themselves in on the NHS Test and Trace app, and show the completed device screen to a staff member or

b) Provide us verbally with the surname and contact number for every person in the party over the age of 16.

We're advised we are to legally refuse entry to anyone who does not.

It's still table service only, and at this time, guests are not allowed to enter the main building.

For table bookings, please come into the garden via the side gate on the carpark. The WC's can be accessed through the main front door on the carpark.

Whilst we have lighting in the garden and showerproof parasols, we have made a conscious environmental decision not to use gas heaters outside, so please do dress for the weather. We will be selling brand new warm blankets from Ikea at £2.50 each should you need one, which you then take home with you - this is a COVID safe way of dealing with the re-handling of materials.

On the off chance that there is torrential rain/wind/snow forecast for the day of a booking, we will contact all guests early in the day if we are forced to cancel or postpone bookings for that day (of course, we're seriously hoping to avoid this - weather, please be kind!) We are however running our takeaway service at this time as well, 7 days a week from 12 - 8pm so whatever the weather, we can still offer you the complete menu, along with a selection of draft, real ales, wines etc to enjoy at home.

MASKS/FACE COVERINGS must be worn when visiting the WC. We sell masks for guests who might have forgotten theirs.

We operate a no mask, no entry policy.

SEATING - Even though we're in the garden, all guests must remain seated, including children.

Under 10's must be accompanied by one adult to the toilets to ensure adequate hand washing.

TABLE BOOKING TIMESLOTS Bookings for guests are allocated a timeslot.

The table allocations are: 2 hours for up to 4 guests, 2.5 hours for 5 - 7 guests, 3 hours for 8+ 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. If you're going to be late, kindly 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.

Please note that if you book a table outside, you do so at your own risk. No refunds or compensation will be offered in the event of bad weather. Dogs are very, very welcome in the gardens, but must be kept on a lead at the table. Waste bags are provided in case your four legged friend leaves a 'present' and dog owners are responsible for this.

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 at Bramfield