



## **Statement to customers 07.09.2020**

On reopening we invited our customers to follow the guidance laid out by the government regarding social distancing and group gatherings. And hoped that by not imposing our own harsh rules people would show greater respect for those guidelines. Whilst the majority of people did just that in the early weeks and we thank everyone who visited, it is becoming increasingly apparent that an element of people are now become complacent to those requirements. We are experiencing an increase in walk in custom, an increase in larger groups attempting to book/ attend and a small element of people who are showing great unwilling to participate in sensible behaviour. This applies increased risk to our staff and customers, a risk which we are not willing to expose anyone to.

We now feel that for the continued safety of our staff team and customers that we have no choice but to introduce tighter restrictions.

Therefore with immediate effect we will not be able to accommodate groups of more than 4 adults regardless of whether booked or walk in, inside or out, unless you can prove (in advance) that all members live at no more than 2 households. (persons under 18 are not included in this number).

\*Any existing bookings will be honoured.

NB. We appreciate that government guidelines for outside exceed this number, however that poses a problem when we accommodate tables outside but then the weather turns, which as the winter months draw in becomes more and more frequent, by applying the same restriction across all table types it means that we can have a uniformed approach that minimalizes confusion and or disappointment in most instances.

We will also be restricting the number of tables available to walk in customers at peak times so booking is highly recommended where possible.

We appreciate that most peoples reason for visiting any pub is to socialise, but we must put safety first.

So to recap going forward here is a summary of our requirements for guests, visitors, diners and drinkers.

- Maximum of four adults (persons over 18) per table
- Booking always advisable to secure a table
- Sanitise on entry
- All arrivals must be through the main **front** doors
- A name and contact telephone number for at least one member of each group must be provided for track and trace.
- Please wait to be greeted and seated by a member of staff (even if you can see other members of your booking already seated)
- Please remain seated unless visiting one of our two designated smoking areas or the restrooms.
- We will serve ALL guests at the table (or at the order point if seated on the patio outside), and endeavour to check each table regularly, however please feel welcome to alert us if you are waiting to be served politely and without shouting, we also ask for hygiene reasons that you do not wave serviettes.
- No more than 3 people in the restrooms at a time
- Children must be supervised by an adult if moving around inside the building, this includes visiting the restrooms.
- Strictly no table hopping (you must stay within the bubble that you booked/arrived in).
- Please be respectful and polite to our staff. Anyone found to be conducting themselves in a manner that we feel inappropriate or is in breach of our requirements will be refused service.

These are not decisions we have made lightly and appreciate that these changes will not be received favourably by all of our customers but feel that safety must come before anything else, if we want to be able to remain open. We hope that the majority of our customers will understand and appreciate the reasonings for these changes and will continue to support us and frequent The Lincoln Green.

Regards

*Rebecca and Craig*