

### **Is the Coffee Shop & Restaurant open?**

Yes, our Coffee Shop & Restaurant is now open for breakfast, lunch and afternoon tea. Our opening hours are 9 am until 5 pm Monday to Saturday and 10 am until 4 pm on Sunday.

### **Do I need to book?**

No, due to the nature of our business we are only taking a limited number of reservations on Sundays. You do however need to book 48 hours in advance for our afternoon tea. Please call us on 01255 674838 to book.

### **What are you doing to keep everyone safe in the Coffee Shop & Restaurant?**

We have a meet and greet service to escort you to your table.

We will also have disposable paper menus available for the table on request (one-time use only).

We recommend contactless payment and we've added screens at our till points.

We have created enough space in our Coffee Shop & Restaurant to ensure tables are at least two metres apart, with the majority of tables able to accommodate up to 4 people.

We also have 4 tables which can seat 6 people (including highchairs and/or wheelchairs) and two tables which can seat 8. Tables cannot be moved.

If you are coming with members of your household (or social bubble) you will have plenty of space between you and the next table.

We've provided sanitiser stations for our team and customers and actively encourage more frequent handwashing.

We deep clean before opening and when we close and will continue to clean surfaces and equipment including card readers, even more regularly.

We've provided our teams with additional protective equipment including face coverings.

We are checking the temperature of our team everyday with contactless thermometers and ask that our customers do not enter our premises if feeling unwell.

We are offering a takeaway service which is located in our side car park and is open Monday to Sunday 11 am until 4 pm. You can purchase hot and cold drinks, cakes, scones, biscuits, jacket potatoes, paninis and sandwiches.

### **Are the customer toilets open?**

Yes, our customer toilets are now open with social distancing and additional hygiene measures in place.

## **How are you keeping everyone safe in the garden centre?**

As always, we aim to provide the best service for you whilst protecting the health of our team and you our valued customers. We have been working hard to ensure we are able to operate safely and have complied with the government's guidance on managing the risk of COVID-19 FIVE STEPS TO SAFER WORKING TOGETHER. In summary the new measures are:

- We have additional cleaning, handwashing and hygiene procedures in place.
- We've provided sanitiser stations for our team and customers and actively encourage more frequent handwashing.
- We deep clean before opening and will continue to clean surfaces and equipment including card readers, even more regularly.
- New opening hours; Monday to Saturday 9 am until 5.30 pm and Sundays 10 am until 4 pm.
- Social distancing. To protect yourself and others around you please keep 2m apart at all times. These must be adhered to throughout the store and our outside spaces.
- We actively encourage contactless payments (up to £45 per transaction) and card transactions and have screens installed at our tills.
- We have limited the number of customers into the garden centre at one time and thereafter on a one in one out basis.
- We encourage you to please use your own bags.
- We are checking the temperature of our team everyday with contactless thermometers and ask that our customers do not enter our premises if feeling unwell.