

COVID-19 GUIDELINES FOR ALL OUR CUSTOMERS

We look forward to safely welcoming you back to our venues. As of July, the 4th, we have taken careful consideration to ensure that our venue is safe for both customers and staff.

We have implemented these following rules in accordance with the Government Guidelines:

1. For trace and track purposes the government has asked us to collect name, surname, and telephone number of each guest, without these your booking cannot be confirmed. If we come into knowledge that any of our customers have tested positive for COVID-19 you and your guests will be informed.
2. Your guest's data will not be used for marketing purposes, it will only be stored in our system for a maximum of 21 days to allow track and trace, after this period it will be deleted.
3. By agreeing to these T&Cs you confirm that you and your guests are from a maximum of two households. Gatherings of people from more than two households are not permitted by law at this stage.
4. We are currently operating at a lower capacity and to comply with Government Guidelines the maximum number of people allowed per table will be 6, from a maximum of 2 households.
5. There is a 15-minute tolerance for bookings. If you are 15+ minutes late for your booking, you will be asked to join the waiting list queue until another table becomes available.
6. We are allowing a maximum of 150 minutes per booking providing that guests adhere to all the restrictions in this article. We have received a huge amount of booking requests since the reopening announcement and we are grateful for all the support. We want to give everyone the possibility to come and enjoy their drinks. We are still offering our takeaway and collection service.
7. We do not encourage walk-in customers at this time, to avoid disappointments please call on 02088669106 or 07306000821 to book a table in advance, please note that this mobile number has WhatsApp if you prefer to use it.
8. We will be operating on a table service basis only. No vertical drinking will be allowed. Orders will be taken at your table and glasses will be collected from your table.
9. Pre-ordered drinks and food are encouraged to save time and contact.
10. Hand sanitiser will be readily available in venue.
11. Upon arrival, door staff will perform temperature check to customers and assist you to your table please note that if a customer has a temperature above 37.2 they will be refused entry.
12. We will be using our carpark for customers to wait at to be seated and we will also be using it as an outdoor beer garden whilst maintaining social distancing, therefore we will not have any parking available onsite at this time. (GUIDELINES CONTINUED ON NEXT PAGE)

As well as following these guidelines we have also worked with our professional cleaning team to develop a COVID-safe environment for our Pub, Restaurant, Koroga, Garden and Carpark. We have fully sanitised and cleaned the whole building including furniture, carpet, doors and windows. We will be regularly disinfecting surfaces and key hand contact points throughout the venue to keep the hygiene standard high.

Our staff's wellbeing is crucial to us – we look after them so that they can look after you. There are various steps we're taking at the moment in addition to those described above. All staff have been provided with face masks to wear on public transport or back of house in the restaurants, as well as personal bottles of hand sanitiser. We check their temperature and health every day at the start and end of their shift. We want you to feel as relaxed and content as possible whilst dining with our staff. This means, if you have any personal hygiene requests e.g. Disposable napkins, menus, cutlery etc as with any reasonable customer request, you should feel free to ask and we will do whatever we can to make you feel comfortable during your visit.

THANK YOU FROM US ALL AT DIVO'S @ THE BLACK HORSE EASTCOTE 😊