

**Thanks for booking to dine at the Oak House after this challenging time.**

**I would like to take this opportunity to reassure that our customers safety is of the upmost importance and we have followed the government guide lines to ensure we can open safely.**

**We do not to ask for your help in following our house rules to keep everyone as safe as possible**

**SERVICE SCRIPT**

1. **Please order prior to your arrival where possible**
2. **Arrive as close as possible to your booking time and use the front entrance and also leave through this.**
3. **There is a hand sanitiser station in the entrance so please use on arrival & departure**
4. **The drinks you bring will have to stay with you at your table, so I recommend chilling them if required**
5. **You will be seated at your allocated table and asked what glassware you require. This will be brought over on a tray and placed on the table**
6. **If you have ordered, then your food will be brought over when ready. If not, laminated menus will be available to order from and cleaned after use. Your waiter will take your order and comply to social distancing as much as possible**
7. **All food will be brought to your table along with cutlery on a plate wrapped in a napkin.**
8. **We ask at the end of your meal, the empty plates are arranged to help clearance and reduce contact at the table.**
9. **Desserts and coffee will be offered from a laminated menu**
10. **On payment, a bill will be presented on a plate and cash or card payments will be accepted. Contactless is now available to use up to £45**

**OTHER GUIDELINES**

* **Only the disabled toilet will be in use as the corridor to toilets is not very wide to pass with food.**
* **Please wait to use the toilet and adhere to social distancing.**
* **Wash your hands thoroughly after use. Sanitiser will be available in the toilet**
* **2 hours is the maximum visit time**
* **All tables and chairs will be sanitized after every visit**
* **Collections will be made from the fire exit**
* **Please follow social distancing guidelines of 1m minimum but 2m where possible**
* **All tables have been set out to comply with new guidelines and capacity has been reduced to 30 people maximum**
* **All glassware, candles, condiments etc have been removed from table to reduce contamination.**

**We do hope these rules do not spoil your dining experience and we are doing the best we can to ensure you still have a great experience**