

Dear Customers,

Welcome back - you've been sorely missed!

Playing your part

To coin a phrase, we are all in this together: we need you to play your part in our joint battle against the virus. The consequences of getting the unlocking of hospitality wrong are unthinkable: most seriously, a spike in virus cases causing ill-health to our friends, families and communities; and, secondly, the real threat of local and national lockdowns, removing your freedoms, shutting down our businesses and job losses.

But we can avoid this if we work together. Here are some tips to how we can do just that.



Play by the (new) rules

All of our venues have had to put new rules in place to protect your health and fight the virus. We appreciate some of these might make your visit a little different to usual but they are genuinely there to help, please abide by the rules and help staff to keep us all safe



Be patient

These conditions are new to all of us and it will take time to adjust. Staff have been trained but we've not had customers for 15 weeks so we might be a bit rusty



Give us your number

To support the NHS we have been asked to collect our customers' information to help with track and trace. Please show understanding – we all feel a little uneasy at sharing personal details, and it's a hassle for staff to collect it, but please remember that this is for the greater good



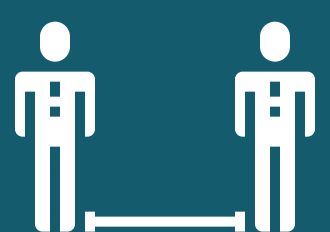
Give us a call

Opening days and times may vary, and you might need to pre-book. We'd advise referring to websites or social media, or to phone in advance. We don't want to disappoint you



Keep it clean

The simple best advice to fight against the virus is still to wash your hands (sing 'Happy Birthday' in your head, please!) and use the hand sanitiser available in venues



Don't stand too close...

To the bar or other people – while social distancing remains in place, it is important to keep your distance as much as possible from other customers and our staff. Stay clear of the bar as much as possible, please



Stay at home

We want you to visit our venues but if you are showing symptoms of coronavirus (a new, continuous cough, a high temperature and/or a loss or change to your sense of smell or taste), then please heed NHS advice: stay at home and get well soon



Pick your friends wisely

Rules are in place about who and how many people you can socialise with. Familiarise yourself with the rules and please abide by them. At present you can be with your household and one other household group indoors, and up to six people from different households if you're outside and socially distanced



Stop shouting

Shouting and singing should be avoided as they increase the risk of spreading the virus. So our venues might be a quieter than normal



Happy hour

A lot of businesses will use ordering apps. Before visiting, why not download the app and familiarise yourself with it. This will give you a sneak preview of what we have on offer and ensure you can start to enjoy your visit as soon as you arrive



Tap, tap, tap

Contactless payment will be more commonplace, and some businesses may not accept cash, as a safety precaution. Please be prepared to pay by contactless card or smartphone payment.

We are very excited to be welcoming our customers back after 15 weeks of lockdown. We have put measures in place to keep you safe and, working together, we can make a great success of the new normal in pubs, bars, restaurants, coffee shops, hotels, holiday parks and the rest of the glorious hospitality sector.