



COVID-19 update 01.10.20

Thank you to all our customers, old & new for your continued support through this difficult time.

- From Monday 5th October, our food service times will change alongside our new menu. The new timings will be:
 - Monday – Friday 12pm – 2:30 & 5pm – 8pm
 - Saturday & Sunday – 12pm – 8pm.
 - We will still be open from 10am for teas & coffees
- We still highly recommend booking a table in advance. Please call **01502 712270** or email us at enquiries@waveneyhousehotel.co.uk
- If you are staying within the hotel, then please use the main reception entrance. However, all the other guests must use the Riverside Restaurant door.
- When entering the riverside doors, please wait to be seated at the lectern and the member on the door will allocate your table. You will need to wear a face covering when entering and walking around the building to use facilities.
- In compliance with the Governments regulations, we will ask for customer details for Track & Trace. These will be kept on file for 21 days and then destroyed. We will not use any information for marketing purposes. The NHS have now introduced an app where you scan a QR Code to check into the venue, so feel free to use this as well.
- Please remain seated at your allocated table. This is also to comply with the track and trace.
- We are continuing a strict table service only for all food & drink. No one will be allowed at the bar. Please speak to a member of staff if you would like to add to/change your order or to ask any questions. This way we can keep the one-way system clear and safe.
- The one-way system is placed throughout the whole hotel to help keep all our customers and staff safe. All staff members will be wearing PPE.
- Please use the hand sanitising stations that are located at the entrances and throughout the building.
- Maximum guests per table will be 6.

We will be closing at 10pm. Last orders will be at 9:30pm.

Please note that our Reception desk may be unmanned between the busiest times of
11:30am – 2:30pm & 5:30pm – 8pm.

All answer phone messages and emails will be responded to after that time or the next day.

Thank you for your understanding