

Covid-19 – What to expect at The Black Dog

We are so excited that we finally get to be a café again! Things may be a little different to how you remember them so we thought it useful to break down and explain some of our operational changes. We hope this will prepare you for your visit. We still intend to make The Black Dog as casual, chilled and welcoming as you remember provided we all work together to keep each other safe.

Eating and drinking

- We are now operating a **BOOKING ONLY** system for those who wish to sit in with us. This is so we can manage the number of customers we have at any one time and the staffing levels required. The booking system is on our website and you can choose between a 30 min quick coffee/bite or a 1.5 hour eat in slot. Walk in customers are still welcome but we may not be able to guarantee a table for you and time limits may apply.
- We have tables for up to max 4 people which includes children. We ask kindly that you don't move or join tables together.
- Please arrive promptly as we will only keep tables for 10 minutes and will not be able to extend your table time if we have bookings allocated behind you. Please call us on 01892 549 543 if you are experiencing problems arriving on time. If you arrive early we will not be able to let you wait at the bar.
- Upon entering the café you will be asked to sanitise your hands and be directed to your table.
- You will be served by the same person from start to finish. If we are busy, please be patient with us. We have had to reduce our staff numbers so we can work in designated team 'bubbles'.
- We are offering full table service, please do not approach the bar.
- We are setting each table up to be as self sufficient as possible with a sanitised table kit. This will include your cutlery, napkins, condiments, glasses and tap water.
- All tables, chairs and table kits will be fully sanitized after each customer use.
- You will notice that tables have been removed to ensure social distancing.
- We have split the café into designated customer zones – an outside queuing system and waiting for takeaway & collection at the front of the café, with those booked in the traditional café table seating area.
- There is signage outside and as you enter the café to direct you where to go. Please see a team member if this is not clear.
- We have erected a perspex screen to wrap around our bar area with cut out areas for payment and collection.
- Our front of house team members are wearing visors for yours and their protection.
- We have a mandatory wall mounted, automatic hand sanitiser for all customers who enter the café.
- Please use contactless or card payments. We are no longer accepting cash.

- We are proud to be operating a track and trace scheme to prevent further lockdowns. This means we ask all customers to provide us with contact details that we will safely store for 21 days after your visit.

General points to remember

- Please maintain social distancing whilst visiting us.
- Please apply good hygiene when you are with us – we have sanitiser stations both in the café and by our toilets. If you cough or sneeze please catch it, bin it, kill it and think about those around you.
- Our team will be respecting social distancing rules of 1m plus maintaining our already high standard of hygiene both personally and for the café.
- If you don't feel well, please stay home.
- If anyone in your household is self-isolating, please stay home.
- Our team are doing all they can to keep everyone safe, we are following the guidelines supplied by the government and ask for your co-operation and understanding in implementing them.
- Any abuse to a team member will not be tolerated and you will be asked to leave.
- With lots of changes to how we operate it is going to be a challenging time but we aim to ensure your visit is as relaxing and enjoyable as possible. Please stick and work with us as we navigate this new environment.

Please email info@blackdogcafetw.co.uk if you need any further information.

We thank you for your attention and co-operation.

The Black Dog.