



## THE NORTHGATE

BURY ST EDMUNDS

FROM WEDNESDAY 14<sup>TH</sup> APRIL

We will be open Wednesday – Sunday each week, as well as Monday 3<sup>rd</sup> May (Bank Holiday)

### OUTDOOR DINING

Our Spring Garden tipi is open for covered outdoor drinks and dining.

Guests can meet outside in groups of up to 6 people from different households. A maximum of 2 households can meet to form a group of a bigger size.

We recommend booking in advance, as tables are extremely popular.

Indoor dining is not permitted during this period.

FROM WEDNESDAY 19<sup>TH</sup> MAY

(SUBJECT TO GOVERNMENT GUIDELINES)

We will be open Wednesday – Sunday each week, as well as Monday 31<sup>st</sup> May (Bank Holiday)

### INDOOR DINING

Our inside areas will be open for drinks and dining.

Tables are available to book now.

Guests can meet in groups of up to 6 people from different households. A maximum of 2 households can meet to form a group of a bigger size.

## OUTDOOR DINING

Our Spring Garden tipi will be open for drinks and dining

Guests can meet in groups of up to 30 people.

Tables are available to book now

## OVERNIGHT STAYS

All of our rooms will re-open Wednesday – Sunday. We will be serving breakfast.

FROM MONDAY 21<sup>ST</sup> JUNE

Hopefully all restrictions will be lifted and we will be able to return to normality.

## SERVING YOU WITH SIX MEASURES OF SAFETY



### - 1 - PROPERTIES PREPARED

Revised seating plan and reduced capacity, to offer more space between tables

Cleaning of all areas, at regular periods throughout the day

Hand sanitiser available throughout the property

Reduced food and drink menu



### - 2 - TEAM READY

Retraining of our team. New cleaning schedules and social distancing rules

Team handwashing every 30 minutes

Regular team temperature checks

Team workplace risk assessment duly completed



### - 3 - SAFE ACCESS

One-way system, with one entry point and multiple exits where possible

Safe queuing system

Food and drink collection points, if required

Face coverings to be worn by team and guests, unless dining at a table

All guests to have left the property by 10pm



### - 4 - SOCIAL DISTANCING

New seating plan  
Table clearing plan

Chestnut etiquette will continue, but in a socially distant manner!

We will only take table bookings of 6 and under



### - 5 - FOCUS ON TOUCH POINTS

Open door policy, where appropriate and safe

Use of blackboards, as our menus and wine lists

New table setting policy

Multiple use items removed from bedrooms

Anti-microbial sprays for tills and PDQ's, after each use

Regular bar service will not be in operation, but drinks will be served to your table



### - 6 - CONFIDENT COMMUNICATION

Transparent policies and hygiene standards

Clear signage at all touch points

Capacities clearly displayed

Opportunity to give feedback following your visit

Pre-arrival calls to all room guests