

The Old Mill House Bistro

COVID-19 Plan

Due to the COVID-19 pandemic and government issued guidelines (issued on 23/06/2020) we have had to change the way we operate and adjust to the “new normal”. We would like to make you aware of the changes to reassure, but also to ensure your health and safety whilst enjoying your time with us.

We have now put in place the following plan;

- If you, or anyone in your party, feel unwell, or are displaying any of the COVID-19 symptoms, which can be found at <https://www.nhs.uk/conditions/coronavirus-covid-19> we would ask that you contact us prior to your arrival, even if this involves a last minute cancellation. Cancellations due to illness or symptoms will not be an inconvenience in any way and there will obviously be no cancellation fee.
- We are introducing a “one way” system, we ask that when you arrive at The Old Mill the side gate will display a “Way In” sign, please enter the building via this gate as this will allow us to control the flow of people into the Bistro.
- At the entrance to The Old Mill there will be hand sanitising liquid and a sign advising steps that can be taken to minimise risk, we would encourage everyone to use this.
- We will ensure that high contact points i.e. door handles, communal areas, toilet entrances etc are sanitised as a minimum every hour.
- We have removed two tables from the Bistro to ensure adequate spacing between tables. Each chair within the Bistro is placed a minimum of 2 metres apart, we would ask that should you wish to move the position of your table or chair that you please ask a member of staff, this ensures we can provide adequate distance for all guests.
- Throughout The Old Mill and the Bistro there is signage on the floor indicating safe social distancing, we ask that this is adhered to.
- We have had to remove a number of items we normally leave on the table for your convenience, including the salt and pepper cruets. These will still be available on request. We are going to leave the candles on the table (sanitised daily) as we do not want to lose the atmosphere we work hard to create, if you would like the candle removed from the table, please let a member of staff know.
- Our menus will be printed daily as normal, with the wine list on the rear of the menu. Our menus will be disposed of, after you have enjoyed your evening with us.
- We are encouraging guests to leave the Bistro through the rear door, again, to control the flow of people in and out of the property.
- There will be a section of the Bistro that will present a slight issue in terms of customers “crossing”, this area will be clearly highlighted with floor markings and we ask that guests consider each other when accessing this area to ensure social distancing.
- We will strongly encourage payment by credit/debit card to prevent staff handling cash.
- We are encouraging online bookings, but aware that these are not always possible. If we take your booking over the phone, we will ask for your personal details. We are now required to store these details for 21 days in compliance with the governments “track and trace” policy. This is the only reason for the retention of your details.

MOST OF ALL WE HOPE YOU ENJOY A HAPPY AND SAFE TIME WITH US.

Adam & The Old Mill Team