

# *Welcome back to*

# LOVEDALE

# SMOKEHOUSE

Update 27 September 2020

Safety is our number 1 priority, so dining with us may be a little different to what you have experienced before. We have outlined some of our initiatives so that you know what you can expect at this time.

## **Covid19 Conditions of Dining at Lovedale Smokehouse**

1. Due to the 4 square metre rule we have significantly less seating available than in normal times. We can seat 23 guests inside and 56 outside
2. Due to this large reduction in capacity, and increased demand for tables, we now request guests secure their booking with credit card capture. No money will be debited from your card when making the booking, however, if you cancel within 24 hours of your booking, don't show up or have significantly less people, a cancellation fee of \$25 per person will be applied to your credit card. We request credit card details to deter "No Shows".
3. You will receive an immediate email confirmation of your booking. If you do not receive this email you will need to check that you have completed all steps of the process and clicked on the Confirm Booking at the end.
4. We have a strict 50 minute dining period. Our tables are booked multiple times throughout the day so please arrive on time for your booking. If you arrive early, we may not be able to seat you. If you arrive late you will have less time to enjoy your meal, as your table is likely re-booked.
5. The maximum number of guests per booking is 10.
6. Please do not arrive with extra guests that are not a part of your booking. We have strict density quotas, we may not be able to accommodate extra people.
7. Walk-ins are also welcome however we can not guarantee that a table will be available. If there isn't a table available you can join our wait list, or order take-away and enjoy your lunch picnic style on our vineyard or take your meal off-site
8. Select your dining area carefully, we are unable to swap diners between the indoor and outdoor dining areas. Guests are advised to check weather conditions before booking their dining area.
9. Please include children in your number of guests when booking.

## **Operational Changes. Due to Covid19 we have made significant changes to our service style to ensure the safety of guests and our team**

1. We are not offering full table service. Guests now select drinks from our display fridge, order their meal and pay at the shop counter. This is to reduce the multiple visits to each table involved in offering full table service. We will bring your meal to your table.
2. There are no communal items available, no water stations and no condiments on the tables. These items are available upon request.
3. BYO wine is not allowed at this time

4. We are utilising recyclable plates, cutlery and cups to ensure the safety of our guests and team during the pandemic. We are doing this in the most environmentally sound way that we can
5. We have significantly reduced our prices for food and beverages compared to our pre-covid menu to reflect our service style change and the introduction of single-use plates etc
6. We are not accepting bookings for functions or weddings etc.

### **General Covid19 Safety**

1. If you feel unwell please visit at another time
2. Practice good hand hygiene, we have sanitiser for your use at multiple stations
3. Eftpos payment preferred
4. Tables, chairs and menus are sanitised between every use and touch points are frequently cleaned
5. Abide by 1.5m physical distancing
6. Respect the 4 square metre rule capacities of our dining areas and shop
7. As per Government Regulations guests must always remain seated with the exception of ordering or using amenities
8. Mingling between tables is not allowed per Public Health orders
9. We have floor markings for social distancing in our shop and entry
10. Guests must register their contact details if being seated. Registration is not required for visitors to the shop or those ordering/collecting take away.
11. We have separate Entry and Exit doors for guests
12. We are proudly registered with the NSW Government as a Covid safe venue

### **Take Away**

1. Our full menu is available to take-away. The kitchen opens at 11am and closes at 3pm.
2. All take-away orders can be placed online ahead of time, you can nominate a pick up time and we will endeavour to have your meal ready for pick up at your specified time.
3. You are also welcome to order when you arrive, however are unable to provide seating or a waiting area, we will request you wait on the grass or in your car so that we can maintain social distancing and our density quotas.
4. If you miss out on a table you are welcome to enjoy your take away meal as a picnic on our 100 acre vineyard. We have a full range of take-away drinks and recyclable plates, cutlery and cups available.