

## House Rules

**Please read these rules carefully - due to Covid 19 we would like your help in keeping all our customers safe when visiting Bear & Eden**

- 1** Does anyone in your party have any Covid-19 symptoms or been in recent contact with persons with a confirmed case of Covid-19? **IF the answer is YES, we are sorry, but there is no entry for the entire party.**
- 2** Please do not join the queue unless your entire party is together.
- 3** We are practising one meter plus social distancing wherever possible across the entire building and we respectfully request you adhere to this wherever you can. **Please wear your face masks when not seated at your table!!**
- 4** To enable us to seat as many people as safely as possible, **the maximum group size we are allowing on our largest tables are 6.** If your party is larger than 6, it is highly likely your group will have to split and may not be able to sit close together nor order at the same time as the rest of your party. This is depending on what tables are available. We cannot move you between tables once you have been allocated one.
- 5 Please sanitise your hands at the front door and before & after visiting the toilets.**
- 6** To allow us to follow the **Government's "Track & Trace"** guidance, please add your contact details to our customer log or scan our Track & Trace barcode at the front door when you arrive after sanitising your hands.
- 7** The menus you will be given by our staff are cleaned after every use and also available on our website - [www.bearandeden.com](http://www.bearandeden.com)
- 8 There is a strict one way system in place.** Please ensure you follow the relevant markings. Please queue outside and enter via our front door and exit via our back door at the rear of the building near the toilets. Please do not try to re-enter the way you went out as you will not be allowed back in this way. You **MUST** return via the front entrance of the building. If you wish to sit at our outside area around the back of the building, please inform the waitress at the front entrance, take your seat outside, then a waitress will come out to take your order.
- 9** There is signage leading to the toilets, the access to them is a little confined, so please allow space for others to exit before you enter, and follow the one way system. After using the toilets please exit via the back door at rear of building near toilets & re-enter via the front door, **sanitise your hands** and then back to your table - do not go back the way you came in.
- 10** If there are children in your party, please ensure they are **not allowed to run around the building or leave your group** unless sat on the play mats upstairs. Responsible adults need to supervise their children at all times and in particular when they are in the play mat area and try to adhere to one meter rule where possible.
- 11** For the time being we have removed all our toys from our play area following Government advice. We have kept the play mats in our play area for children to sit on if they are getting restless at the tables. We are happy for you to bring your own toys for your children to play with in this area, but please remember to take these home with you after your visit and not allow other children to play with them. Our play mats are cleaned and sterilised every evening when we close. **No more than 6 children to be on the play mat area at one time!**
- 12 We are operating full table service at Bear & Eden,** so please do not go up to the kitchen or cake area at all. Your server will look after you and the other tables in their section, in the order in which you have arrived.
- 13 Please pay on your way out** following the one way system to the till downstairs and exit via the back door near the toilet area at the rear of the building. If you would like to split your bill between your table then please do so at the till **all at once.**
- 14** Tips-We are always grateful of any tips you wish to leave, if you choose to do this then please could we kindly ask you to add this via our card machine while paying your bill. We are limiting the amount of cash we take, however all staff will get their tips!
- 15** Finally - **Please be patient-** Our staff are working incredibly hard and doing their best to adapt to a completely new way of working. Please bear with us, we will serve you as quickly and efficiently as we can. There are lots of checklists for us to follow with every customer, order and situation and people are assigned to certain roles from which they cannot deviate.