

The Celtic Arms

To all of our customers,

We are excited to announce that we will be reopening our doors from the 10th November. Again we have missed you all so dearly and we cannot wait to welcome you back again.

- We are offering table service only
- Food must be consumed at the tables
- We can only offer tables for a maximum of 2 hours
- Our tables are measured at 2 metres distance from each other
- If you are from different households, we can accommodate a maximum of 4 adults on the same table, children over 11 are classed as adults
- Please wear a mask at all times apart from when sat at your table
- Your personal details are vital so we can comply with the Track & Trace system
- We cannot allow live music or singing
- We will stop serving alcohol at 10pm and our guests must vacate by 10.20pm
- You can form a Bubble with another household, please note Welsh regulations state that you can only form 1 bubble
- All of our guests must be resident in Wales but note that we can also welcome any keyworkers working in Wales
- Please note these are all Welsh guidelines and are subject to change

So here are some of the steps we are taking:

- We will have a Way in and a Way out system. The way in is via our front door as usual, the way out will be via the decking located towards our beer garden, this will be clearly signed
- If a customer is feeling any symptoms we advise you to stay at home to prevent the spread of the disease, we are doing this with our staff too
- For ventilation purposes we will be keeping some doors and windows open, if you feel cold please let us know and we will close as many as we can
- We will be taking contact details for every booking so that if needed, we would be able to get in touch to be compliant with the track & trace.
- We will be cleaning our tables thoroughly following each use, we will also be cleaning the chairs, salt & pepper and the vinegar.
- Please note there is no drinking/waiting area prior to dinner or lunch so we would ask guests to arrive just in time for your booking.
- If you come for just a drink a booking will be necessary so we can allocate you a table
- On arrival there will be a sanitisation station which we request all guests use before entering, these will also be available throughout the building
- We will have a meet & greet station where you will be shown to your table, please do not enter unless you are shown in.
- We will be using single use paper menus.
- The children's play area will remain closed.
- We really miss our customers and as much as we wish to shake hands, hug and kiss this will sadly not be possible

- We will try to reduce the amount of staff visiting your table, you will be allocated 1 or 2 waiters/waitresses to reduce the amount of people you will be in contact with.
- Please note you will not be able to go to the bar for drinks, it will all be table service for everyone so that we can ensure safe social distancing is in place.
- We have a no cash policy, so all payments would be required to be by card.
- We will be asking no guests to move tables inside or outside as they will all be set within a safe distance.
- We will have a manager on duty monitoring all aspects of social distancing & hygiene and ensuring that regular checks are done to make sure the toilets are being kept up to the standards we require.
- Gloves and masks aren't mandatory following government guidelines however it is available for staff if they require it, please don't panic if you see staff without PPE as it is clear on the government guidance that it is not necessary at this stage, and it is safe to work without, if the guidance change we will be implementing it.

Please note, this is just a few of the precautions we will be taking amongst many others to ensure the safety of all staff and customers.

We are delighted to welcome you all back,
The Celtic Arms team