

The TT will be reopening on the 4th July! But not quite as you know it.....!

We are delighted to be able to welcome you back to the TT. As we are committed to keeping both customers and staff safe we are making some changes to ensure we follow the government guidelines. We know this is a wordy post and not the easiest read but we want to reassure you that we have worked hard as a team and done all we can to ensure we operate in an environment you will be confident to dine in. We have set out a few FAQs below but please do telephone if you would like any further information.

1. Do we have to book?

To ensure we comply with social distancing we have taken away several tables which means we will not be able to have as many guests dine with us as usual but we will be using the conservatory, lounge and the upstairs dining room as well as outside to maximise space. We strongly recommend that you book as to enter the pub there has to be a table available. We are also staggering booking times so groups do not arrive together. However, we will always do our best to find you a table if you do just pop in, we have our outside 'pop up pub' marquee where you can enjoy a drink whilst waiting for a table.

2. Who can we come with?

Bookings for indoor tables can be in groups of up to 2 households (including support bubbles). Outside a group of at most 6 people from any number of households can meet. The bookings MUST comply with current guidelines with regards to support bubbles and social distancing must be adhered to.

3. What times will the TT be open?

We will now be open 7 days and our kitchen will be open Monday to Saturday 12 noon to 9pm and Sunday 12 noon to 6pm. This allows guests to choose to come at quieter times.

4. Will takeaways still be available?

Our takeaway service will be available Monday to Saturday 12 noon to 9pm and Sunday 12 noon to 6pm (pizzas only on a Sunday). It has proved a huge success during lockdown and we appreciate all those who have supported us.

5. Will we have to register our names and contact details with you?

The government guidance says we must keep contact details of all our visitors for 21 days to assist the NHS Test and Trace system. At the time of booking you will be asked to provide the names of guests in your booking. We are going a step further and asking a few screening questions as well. We also ask these questions to staff at the start of each shift. We believe this is adding further protection to ensure we stay Covid-19 free.

6. Is there a one way system in place?

We are asking guests to arrive by the front door and leave by the conservatory door if dining in the conservatory or upstairs and exit by the lounge door if dining in the lounge. We have put signs up to explain this.

7. How do we order?

All drinks and food orders will be taken at the table. For a while there can't be any leaning on the bar! We have QR codes which if you scan on will bring the food, wine, gin menus up on your phone. For those who prefer we have laminated menus which are wiped after each use.

8. How are the social distancing rules being met?

The current guidance is 2m or 1m with mitigating factors. Many of our tables do allow a 2m space. Where this is not possible we have put in place other measures such as a screen. Other mitigating factors include all guests using hand sanitizer on entering the TT and staff increasing their frequency of hand washing. All areas will also be frequently cleaned. Staff will observe social distancing at all times. There are times when social distancing will be difficult such as when serving food. We will try to ensure only one staff member looks after your table, will serve plates from a sideways stance and wear a mask when placing plates on your table.

9. Will there be the usual TT menu?

Our menu will look a little different and be slightly reduced to start with. The reason for this is because all our food is made from the raw ingredients at the TT; we don't buy pre prepared frozen food. Our ethos is to provide you with home cooked top quality food and as our chefs have just come back from furlough we have a mammoth task to prep everything for all our dishes. We do have some exciting new additions such as small plates you can enjoy as a more informal snack and after the huge success of the takeaway fish and chips and curry they will be a regular feature on the menu. It goes without saying the much requested Arancini and our famous Sunday lunch will be back straightaway!

10. How can we go to the toilet?

We are asking customers to follow social distancing guidelines. The accessible toilet downstairs will be open for use to minimise the amount of guests going upstairs. There must only be 1 man in the men's toilets at a time and a maximum of 2 ladies in the ladies toilets at a time. We request that you do not cross on the stairs or in the corridor. Hand sanitizer will be located outside the toilets. Signs explaining this will be displayed.

11. How will the new measures put in place keep me safe?

We have always kept the TT spotlessly clean and had a 5 star hygiene rating but we have put many extra cleaning steps in place. For example, staff will wash their hands before and after serving any food or drinks. Trays, the card machine and telephone will be wiped after each use. Surfaces around the pub will be wiped frequently with a solution containing a minimum of 70% alcohol which kills viruses. We will bring cutlery to your table once you have ordered and we will provide single use condiments. We always follow exceptionally high standards in our kitchen. Our food is sourced mainly from local suppliers who we trust and have

worked with for years. Every step of food processing from the delivery to it arriving at your table has been reviewed to ensure safe practices are being followed.

12. How will I pay my bill

We are asking guests to pay by card. All payments will be taken at the table. Staff will wash their hands, wipe the card machine and bring it to your table on a wiped tray.

13. Have staff been trained?

We have produced a detailed handbook to all staff to explain how they must work to keep everyone safe. We have also done training sessions to support staff. We will be working in smaller teams to try to reduce the number of people they have contact with. Staff will also ensure when they are not at work they act responsibly and adhere to current guidelines. Please be rest assured we take training very seriously and all staff will be extra vigilant with regards to hand hygiene.

14. Will the quiz restart?

We will keep this under review but at the moment we will keep sending our weekly quiz out by email. We want to make sure we start the quiz when the time is right.

Over the last couple of months we have donated over 3000 meals to NHS staff. Whilst doing this it really did bring it home how serious and devastating this virus is. This is why we are asking you to help us to successfully open safely by bearing with us and following the guidelines we have in place. It goes without saying how grateful we are to everyone who has supported us in the past and during lockdown. Going forward we will look forward to welcoming our much valued regular customers and new visitors alike. Thank you we will raise a glass to reopening with you!