



23rd September 2020

Dear Uffington Residents and Bertie Customers,

Another week, another update on how we are operating here at the Bertie. Thank you so much for bearing with us and taking the time to read these terminally dismal and depressing, let alone lengthy, mission statements that we keep bombarding you with!

We hope you are all well and managing to wear a smile during these strangest of times, it does appear we are in it together for the long haul. Let's stick together, let's look after each other and pull through the other side as a stronger community.

With Autumn upon us, cooler climes around the corner and dark nights imminent we are planning to re-program how we all think about eating, drinking, and socialising outside. We will of course still be welcoming many of our customers inside the restaurant but with reduced table numbers and 'the rule of 6' we need to think outside the box to accommodate everyone. Here is the low-down on how we plan to move forward and continue to look after all our customers at The Bertie Arms.

It is still our advice that **ALL CUSTOMERS**, drinkers, and diners, should pre-book an arrival time. Any reservation made by diners is the time at which your food will be served so if you wish to order on arrival please confirm that you will arrive 30 mins before to place your order. Pre-orders are still welcomed if you would prefer to arrive nearer to your service time.

As you will see we have had a marquee erected in the pub garden, which should at least keep us dry if not toastie-warm (horizontal rain withholding). Please come dressed for prevailing conditions – think Apres Ski!!! I hear ski-jackets, salopettes, and ponchos are going to be all the rage in the Autumn/Winter 2020-21 (soon to be seen at Fashion week in Milan!) We have blankets and branded woolly hats available to buy, and a few sanitised hot water bottles available to borrow. Our Marquee Mountain Menu (MMM), goes live from beginning of October and should warm your cockles and make eating outside a much more atmospheric experience! Evidence continues to show that transmission of Covid-19 is much lower in outside well-ventilated areas, so wrap up warm and enjoy the Winter al fresco whilst keeping safe!

The MMM will continue to be served in a take-away style and we are still encouraging customers to bring their own cutlery, a disposable version is available. Following some negative feedback regarding the use of disposables and limited table service in the garden, I would like to explain that the reasons behind these decisions – on busy shifts we would usually require 2 pot-washers and 4-5 waiting staff, which would make keeping safe social distance behind the scenes impossible. Kitchen and back of house space is very tight, therefore we are operating with a small team to keep the risk of cross infection as low as possible. This is also the reason we are closed on Mondays and Tuesdays at the mo.

The **Marquee Mountain Menu** is **only** available in the marquee and the garden, we would still appreciate you reserving your table and your time for your food to be ready. All booked tables will take

preference over walk-in orders. All drinks in the garden must be ordered from the service table near the pub and your server will bring them to your table when they have been prepared. We will continue to limit tables to no more than 6 people and outside tables must not be moved. Well behaved children and pets (we do now have a 'local' parrot who visits the pub!) are welcome in the marquee and garden.

Inside dining commenced at the beginning of September and it has been lovely having customers back inside the pub. Unfortunately, at this time we will not be admitting children under the age of 14 within the building. This is to limit the movement of people around the pub. The pub has small rooms, low ceilings, narrow doorways and as such is difficult to ventilate. We will have a limited number of diners in the pub and those dining in the restaurant will **only** be able to order from the **A La Carte Menu or Lunch Menu**. Please also note that face coverings must be worn on entry to the building and should only be removed whilst sitting at one's table. Again the time that you make your reservation for is the time at which your food will be ready, if you would like to order on arrival please confirm that you will be here 30mins earlier. Everyone in the restaurant will benefit from table service for both food and drinks, with all servers wearing face coverings. We will endeavour to ensure social distancing of 2metres wherever possible. Please refrain from leaving your table if possible. If you require the bathroom, please ask your server and they will let you know if it is vacant. (We will maintain 1 person in each bathroom by using MALC – mechanically activated lavatory controller)

Of course, we know that a pub is not a pub without drinkers!!! Drinkers are of course welcome; the bar area now has three tables available. These tables are not available for pre-booking, they will be allocated on a first come first served basis. The MMM is available in the bar if there are still time slots available. (If you have a MMM time slot booked and a table is free when you arrive you are welcome to sit inside.)

Here at The Bertie Arms we continue to give the recommendations that the government have given us a lot of thought and consideration. As you can imagine we are so looking forward to seeing people back inside the pub, but we want to keep everyone as safe as possible.

We will comply with the governments guidance on managing the risk of COVID-19. These risk assessments will be available at the pub.

In addition to this we have put lots of new procedures and policies in place to minimise risk, but these will rely on people also taking responsibility for their own behaviour and wellbeing.

In accordance with Government guidelines we will be recording names and contact details of each party and retaining these for 21 days, these details will be taken at the time of booking. For walk-in customers, we ask that you scan the QR code which is available on entry to the garden and on all menus.

To maximise social distancing between tables we will be utilising space that would previously have been used for car-parking. As such we request that customers make every effort NOT to drive to the pub. Limited car-parking will be available for those customers that require easy access to the pub. Extra parking will be available in the Church Paddock just off the junction between Casewick Lane and School Lane, just a short walk from the pub.

Following the curfews the government have introduced this week our opening hours and food service hours have changed slightly.

	Opening Hours	Lunch Service	Dinner Service
MONDAY	CLOSED	CLOSED	CLOSED
TUESDAY	CLOSED	CLOSED	CLOSED
WEDNESDAY	11am- 10pm	12pm-2pm	5.30pm-8pm
THURSDAY	11am- 10pm	12pm-2pm	5.30pm-8pm
FRIDAY	11am – 10pm	12pm-2pm	5.30pm-8pm
SATURDAY	11am – 10pm	12pm-2.30pm	5.30pm -8pm
SUNDAY	12pm – 10pm	12pm-4pm	TBC

All other instructions and policies will be clearly explained when you arrive at the pub, take a moment to read the table rules and please abide by them, be patient with us whilst we streamline the processes, it is unlikely that we have got everything right without having the opportunity to put it into practice. We welcome any additional constructive comments that will improve your visit to The Bertie Arms.

We really are so excited about seeing you all and welcoming you inside, and out, at The Bertie Arms. We remain trepidatious about getting this right and keeping everyone safe. **All of the above is subject to our confidence in maintaining safety and managing risk and is subject to change at any time.**

So that's where we are at...that's until we are given more hoops to jump through, until then **THANK YOU!**

See you all very soon we hope.

Katie & James, and everyone at The Bertie.