



Covid-19 Restaurant Information for Guests

What to expect during your reservation at Frasers.

- 1- **Pre-Arriving at Frasers:** Prior to your reservation we will contact you and request that you remotely inform us of the names, address and postcode and telephone numbers of all individuals in your party. We are not using a third-party reservation system at the moment to ensure that guests arrival are at staggered times and to ensure that at least minimum social distancing requirements are adhered to. Please call us when you arrive in the car park on 01233 756122, we will then, adhering to social distancing, meet you and take your temperature and direct you to a sanitising station to sanitise your hands prior to entering the building, our staff will be wearing disposable gloves, disposable apron, and face mask. If the weather is suitable you will be shown to a pre allocated outside table for your pre dinner drinks which has been thoroughly cleaned and sanitised prior to your arrival. The outside are distributed to facilitate at least 2m between each table.
- 2- **Food:** You will be allocated a table for you which will be at least 1m from adjacent tables. You will be sent the menu for your food selections prior to your stay, at this point we will also request you forward any specific dietary requirements. Due to the current situation we have changed the ethos of our restaurant from fine dining as the transfer of 7-8 plates between customer, staff and kitchen is too high risk. Hence we have developed an exciting new concept called 'Filed to Fork', this enables you to be served safely with the sharing platters (separate platters per household) to be delivered to your table.
- 3- **Service:** To ensure both the safety of our valued customers and staff we have changed our food dining concept at Frasers. Guests will be allocated a larger table to adhere to a minimum of 1metre distancing for the safe delivery of food and drink items for both the customers and staff. Likewise with glasses, your table will not be pre-laid, once you have made your drinks selection a suitable disinfected glass along with your selections will be brought to your table.
- 4- **Use of Washroom Facilities:** We will operate on one way system for utilising washroom facilities in the restaurant, we politely request that guests sanitise their hands prior to entering the lobby, we will operate a one in and one out for the Gentleman's, Ladies and Disabled toilets. Antibacterial hand soap will be provided in the toilets, hand towels have been removed and contactless air driers are provided. On exiting the lobby there will be an additional sanitising station which we would be grateful if you could re sanitise before re entering the restaurant.
- 5- **Paying your bill:** We would request that any outstanding bills are paid remotely and settled after your meal.
- 6- **Covid 19:** We politely request that if you have any Covid 19 symptoms prior to your reservation that you postpone your reservation with and if you develop any symptoms during your meal that you inform a member of management, and we politely request that you vacate the property.

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