



Hoo-rah!!! It is Monday 12<sup>th</sup> April 2021!!!

Well, here it is, it has seemed like an eternity coming but at last it has arrived!

This Wednesday, 14<sup>th</sup> April, will mark our 4<sup>th</sup> Bertie Birthday, hard to believe that it has been 4 years since we opened the doors for the first time. Whilst we won't be overtly celebrating our birthday this year, you just wait, when we turn 5, we will definitely be having a party!!!

So, this is the first step on the roadmap out of lockdown, we are able to welcome customers back to outside areas of the pub.

A few points that customers will need to know about how we are operating for the immediate future are noted below: -

**1. BOOKINGS AND RESERVATIONS**

As you will see we have erected a canopy to provide some shelter in our garden. This will not cover all the tables and for this reason we will only be taking table advance bookings for the tables under the canopy. This does mean that should the weather be warm there will be extra tables available on a walk-in basis. To avoid disappointment, we do recommend you book your timeslot for food or drinks. Pre-booked tables will always take priority over walk-ins so please be prepared for a wait if you have not reserved a table.

**2. WE ARE REQUIRED TO COLLECT TRACK & TRACE DETAILS.**

This time around track and trace has been beefed up to minimise transmission of the virus, as such it is now mandatory to ask every customer or visitor over the age of 16 to check into the venue using the NHS Covid-19 app or to provide their contact details. If anyone should not volunteer this information, we must refuse entry to the pub.

**3. NO VACCINE PASSPORTS WILL BE REQUIRED.**

Despite the bluster around this topic Vaccine passports are yet not a real thing!

**4. ENTRY TO THE BUILDING.**

Customers can access the building to use the toilets or to pay their food bill. ALL Drinks bills will be settled at the point of delivery. Customers must wear face coverings when accessing the building. Only one person can use each toilet at a time. Please follow the LOO RULES and maintain social distancing at all times.

**5. STAFF TESTING**

All staff are testing twice weekly to protect each other and all of our customers.

## 6. RULE OF SIX / TWO HOUSEHOLDS

You are able to meet outside in groups up to a maximum of 6 or with one other household. The majority of our tables seat 6 but should your 2 households be a larger number we can move tables closer together.

## 7. SOCIAL DISTANCING.

Social distancing of 2 metres where possible should still be observed.

## 8. TAKEAWAY SERVICE

We have been so pleased by the support that we have received for takeaways throughout lock down. With this in mind we will continue to offer takeaways along side our garden dining. You will still be required to book your collection slot and pre-order if you would like to use the takeaway service.

Since we closed the doors for take-aways just before Christmas we have kept ourselves out of mischief and have been using the time to improve the pub physically and visually, the new thatch looks spectacular and future proofs this historic building for the next 25 years. We have also spent many hours considering how we can make The Bertie Arms even better than it was before. This time for pause and reflection is a rare opportunity and maybe the only slither of silver lining that this pandemic given to hospitality industry. We have had not only COVID to consider but also the implications of Brexit, sustainability, productivity and much needed profitability!

As such you may see a few changes about the place. We are going to streamline the menu, concentrating on local and seasonal produce. We will be using more sustainable ingredients and doing our best to reduce food miles and provide farm to fork eating wherever possible. We will be changing suppliers of food and drinks and will welcome your feedback and suggestions on the changes we make.

Obviously with CAUTION being the keyword in our route of lockdown we know we are going to have to learn to walk before we can run. We are operating on a reduced number of staff to minimise the risk of transmission behind the scenes and we ask all of our customers to show patience and understanding as we get used to the new way of doing things.

### OPENING HOURS from Monday 12<sup>th</sup> April 2021

DATE	OPENING HOURS	Lunch Food Service	Evening Food Service
Monday 12 <sup>th</sup> April	11am- 11pm	12- 2.30pm	5.30- 8.30pm
Tuesday 13 <sup>th</sup> April	11am- 11pm	12- 2.30pm	5.30- 8.30pm
Wednesday 14 <sup>th</sup> April	11am- 11pm	12- 2.30pm	5.30- 8.30pm
Thursday 15 <sup>th</sup> April	11am- 11pm	12- 2.30pm	5.30- 8.30pm
Friday 16 <sup>th</sup> April	11am- 11pm	12- 2.30pm	5.30- 8.30pm
Saturday 17 <sup>th</sup> April	11am- 11pm	12- all afternoon	5.30 –8.30pm
Sunday 18 <sup>th</sup> April	11am- 11pm	12- 4pm	NO FOOD

## OPENING HOURS from Monday 19<sup>th</sup> April 2021

DAY	OPENING HOURS	Lunch Food Service	Evening Food Service
Monday	CLOSED		
Tuesday	CLOSED		
Wednesday	11am- 11pm	12- 2.30pm	5.30- 8.30pm
Thursday	11am- 11pm	12- 2.30pm	5.30- 8.30pm
Friday	11am- 11pm	12- 2.30pm	5.30- 8.30pm
Saturday	11am- 11pm	12- all afternoon	5.30 –8.30pm
Sunday	11am- 11pm	12- 4pm	NO FOOD

We will be back in touch very soon to let you know what our plans are for re-opening inside on 17th May. In the meantime let's all start our weather manifestations and sun-dances and hope the weather is kind!

We want to thank you all so much for your unwavering support, you really are all amazing and we will never take our customers for granted again!

A MASSIVE THANK YOU TO YOU ALL!!!

See you very soon we hope.

Katie & James, and everyone at The Bertie.