

Reopening Guidelines

Wednesday 8th July - Bar and Restaurant reopening



Booking

Bookings must be made in advance, this is possible through email or via our website. Even drinkers must book their table – on our online system there is an option to choose an inside/outside drinking or dining table. We don't recommend calling us as we will be busy looking after our customers so please send us an email if you have any queries. We do have 1 area available outside to 'walk-in' customers but this will be on a first come first served basis, please wait to be seated at the main door entry and we will let you know if there are any tables available (we recommend booking to avoid disappointment).

Capacity

One of the main things you'll notice at The KH is that our capacity has quite substantially decreased (as a very old listed building we have taken the decision to not install screens, the therefore crooked layout limits numbers with tables socially distanced).

Table Limits

Although two households are able to now gather together indoors, this must remain socially distanced. Our tables and layout do not allow for this, therefore tables booked inside must be from one household plus their support bubble only. Bookings online will only be available for up to 6 guests any households units larger than this please email us to book. Outside areas up to 6 guests from different households can meet, but you must maintain social distancing. These are inline with government guidelines. So please adhere to these changes.

Arriving

On arrival you will be directed by the signage to our front door, where you will have to wait to be seated or checked in. We will ask for all members of your parties name and telephone number to keep a 21 day record of your visit to us for NHS Test & Trace purposes, you won't be able to enter without this.

Social Distancing

Throughout the pub & restaurant there will be signage to guide you on social distancing, please ensure walkways are kept too and arrows followed! A one way system will be operating, with entrance at the front door and exit through our garden patio. We politely ask you to respect other diners space and only leave your table when leaving the premises or using the toilets.

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Ordering

All tables will be table service with no ordering at the bar. For drinkers – you can use our new 'Swifty' app to order your drinks, and the drinks will arrive at your table. If you can't master the app – you can still order with a staff member, but payments must be contactless. For diners - you will be able to view our single use menus as normal. Our staff will take your order, you can then order more drinks on the app, or from our waiting staff.

Cleaning

Our staff will be implementing a rigorous cleaning checklist throughout the day and touch points will be frequently cleaned. Our staff will be wearing face coverings and will keep their distance as much as possible, face coverings are not mandatory for you, but if you would like to wear one, feel free. Sanitiser is located throughout the pub and we ask you to use this on entering the building.

UK Weather

For table reservations made outside – should the weather turn, we cannot guarantee we will have seating available inside. We recommend booking an inside table if the weather looks intermittent and asking to go outside on arrival, if there is space we will move your reservation outside. All windows and doors throughout the pub will be opened to ensure customers have the safest environment (as recommended by council guidance), whilst we will aim to keep a cosy environment inside please ensure you have suitable clothing if the weather isn't the warmest.

Toilets

Our toilets will be for pub & restaurant customer use only (not KH Kiosk customers or anyone visiting Bawburgh River). With toilets at each end of the pub it will be explained which ones are for your use dependant on where you are seated inside or outside. These will be regularly cleaned.

Soft furnishings

Throughout our pub, restaurant and rooms most soft furnishings have been removed but we've tried to ensure it still feels cosy and welcoming.

We hope you can join us on our journey through this new normal, we can't wait to see some familiar faces and say hello to new ones too!