



## **We have missed you!**

We will soon be opening our doors and welcoming you back to dine on our patios. We couldn't be more excited to get back to business and serve you again. Of course we are moving forward cautiously and responsibly with thoughts towards the safety of our staff, guests and the community we love.

As we reopen our patios, and eventually our dining rooms, we are taking measures to ensure guest and staff safety are top priority. Our goal is to contribute to our industry's well being in a positive way by being responsible in our day-to-day practices that strive for the best possible outcome for the community. We feel it is important to be transparent with our new policies so please see our COVID-19 Safety Commitment attached.

Everyone at Treadwell and The Gate House look forward to seeing you in the very near future. Even though you will notice some short-term changes, the fundamentals of our guest experience and innovative farm to table cuisine has not.

## **DINING ROOMS / PATIO**

- *We have rearranged and removed tables and chairs to accommodate spacing of 2m between guests of different parties.*
- *We have removed all bar seating.*
- *We have installed a clear divider at the host stands.*
- *We have one hallway to enter the kitchen from the dining room, and one hallway to exit the kitchen and enter the dining room. These will be one way only. (at The Gate House)*
- *Doors will be open (weather permitting) to reduce touchpoints for guests.*

## **STAFF & SERVICE**

- *All staff are required to sign a declaration stating they are symptom-free before returning to work. They will also have to report as symptom-free daily.*
- *We have limited the number of staff at the workplace at any one time. We have offered 'work from home' solutions in some cases, and we have staggered arrival times for staff onsite to control physical distancing in staff areas.*
- *There is only one staff entrance and exit to the building which is routinely sanitized. (Back kitchen door at both Treadwell & Gate House)*
- *Clear company policy in place for staff who are unwell, or have been in close contact with anyone displaying symptoms of COVID-19, to stay home and follow up with the appropriate health authorities.*
- *Our 3-step sanitizing and disinfecting process for tables and chairs after each party leaves will involve using sanitizer spray on tables and chairs, a period of disinfectant, and a final rinse, between reservations*
- *Service trays will be clearly marked for delivery of drinks to guests, and returning glassware to the bar, not both. In either case, trays will be sanitized between uses.*
- *Table arrangements that allow a spacious service approach area.*
- *Menu and Wine List have been adjusted so that guests can enjoy their own individual copy on recycled paper*
- *Menu is designed to promote physical distancing in the kitchen.*
- *Additional sanitization is ongoing throughout service to guest touchpoints.*
- *Handwashing and sanitizing routines established for staff during service.*

## **GUESTS**

- *We ask that any guests who are feeling unwell to stay home and follow the guidance of the health authorities*
- *While our full wine list will not be provided at the table, guests can view it on our website. We kindly ask that orders from the full wine list be placed prior to arrival so that we can arrange for the wine to be ready when you sit down*
- *Curbside Takeout pickup will be managed in a separate area away from our entrance*
- *Tables can be booked up to a maximum of 6 guests only and will be allocated, on average, 120 minutes per experience*
- *We have staggered reservation times with limits per 15 minutes and all waiting will be outside.*
- *Record of a contact name, and phone number or email of at least one guest at all tables (including walk-ins)*
- *In the case of extreme weather, we will have to cancel all reservations (as seating indoors is not permitted). As an alternative, we will give those guests the option of ordering from our Curbside Takeout Menu.*