



We have missed you!

We look forward to welcoming you back to dine with us – whether on our patios or indoors. We couldn't be more excited to 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.

We are taking measures to ensure guests and staff safety are our 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 these new policies so please see our COVID-19 Safety Commitment below. These policies have been based on the rules set forth by both the provincial and regional governments.

Everyone at Treadwell and Treadwell at 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 cuisine has not.

## **DINING ROOMS & PATIOS**

- *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 clear divider at the host stands.*
- *Doors will be open (weather permitting) to reduce touchpoints for guests.*
- *A bottle of sanitizer will be placed on every table, as well as throughout the restaurant (including our entrance and exit)*
- *Our maximum table size will be 6 guests.*

## **STAFF & SERVICE**

- *All staff are required to report as symptom free when entering the workplace*
- *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)*
- *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 authority.*
- *Our 3-step sanitization and disinfecting process for tables and chairs after each party leave 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 arrangement allows spacious service approach area.*
- *Menu has 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.*
- *Last call for alcoholic beverages will now be 9pm (starting Monday, November 16)*
- *Reservation times have been adjusted to ensure all guests depart the premise by 10pm (starting Monday, November 16)*

## **GUESTS**

- *We ask that any guests who are feeling unwell stay home and follow the guidance of the health authorities*
- *Contact information will be collected from every guest who is over the age of 16, including name, contact number and attestation that the guest is not suffering from any symptoms of COVID-19. Contact information will ONLY be shared with a medical officer of health or an inspector if required (as per the Health Protection and Promotion Act) or as otherwise required by law.*
- *We will require confirmation that guests in the party are from the same household or, if not, are considered "essential". A maximum of two "essential guests" will be permitted so long as they are also from the same household.*
- *Curbside and 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.*
- *We have staggered reservation times with limits per 15 minutes and all waiting will be outside.*
- *Guests are required to wear a mask at all times unless they are seated at their table.*