



How we're helping you stay safe

This page will be updated regularly - Last updated: 3/07/2020

We want you to return to Suburban Green and find it the way we know you like it and with as few changes as possible.

Behind the scenes we have worked hard to put in place all the safety measures to maintain our high standards, to keep you, and our team safe during this time.

Please read below for more information on what you can expect from us.

Have a lovely time when you dine, and thank you for returning and supporting us.

Martin and Cal

INSIDE SPACE – BOOKINGS ONLY

- You must book if you'd like to dine inside.
- We are only taking reservations online. Please book via our website.
- Follow the Government guidance on who can dine together.
- If you feel unwell, prior to reservation, please cancel.
- We love our Doggie Friends – but at this time we are only accepting dogs in our outside area only – no dogs inside.
- Arrive promptly at your booking time – we're staggering bookings to avoid guests waiting in the entrance.
- During busy periods customers will have to 2 hrs to enjoy their table.
- Doors and windows will be left open to aid ventilation.
- Your contact details provided at time of reservation will be held for the 'Test & Trace' program the Government are implementing.
- If you are unwell after your visit – please contact us immediately so we can inform our staff and guests that dined at the same time.

OUTSIDE SPACE – FIRST COME, FIRST SERVED BASIS

- We will have the tables set up outside with as much covering as possible – you can guarantee, now that we can enjoy going back to bars and restaurants the rain will appear!
- If you are outside and want to come inside – we can only permit this if there is a table free to fit your group. And we will not be able to let dogs in due to rain.
- Please do not be offended if we can not accommodate you inside this will be due to the safe distancing measures we must maintain.
- It is table service only outside for food and drinks.
- Please do not move any of the tables, everyone needs to be at a table. Once the tables are full outside we are full.
- Doggie Friends – are welcome in our outside area only.
- Smokers are asked to use the car park at the rear of 'The Box' at this time.

SAFE, CLEAN RESTAURANT AND OUTSIDE SPACE

- Please sanitise your hands – free sanitisers are located at the entrance and throughout the restaurant and outside areas for you to use throughout your visit.
- Tables are 1m+ apart, in line with government guidance.
- All high usage surfaces (such as door handles and toilets) will be sanitised regularly and we would like you to assist us and do your part to help us all stay safe.
- We believe we can all manage to move around the restaurant and outside space safely without imposing a one way system.
- Due to the nature of our space, we have trained our staff to be aware of people around them and remain at safe distance and we ask if you can do the same around the inside and outside space.
- Please be mindful of people around you when visiting the toilets to help you, and other guests, maintain safe distancing.
- No bar service at this time – everyone will be seated at a table and when the tables are full – we are full. It is table-service only.
- We know you love our music and at this time we will not be hosting any live performance and the music will have to be maintained at a level so guests do not have to raise their voice to be heard.
- Suburban Green has always received 'Excellent' or 5* for our hygiene and health and safety measures. We are proud and confident that we know how to look after our customers and will continue to maintain the highest standards in this phase of managing customer safety.

YOUR DINING EXPERIENCE

On arrival

- Where possible a member of the team will seat you at your table.
- We will be using disposable menus.
- Glasses of tapwater and condiments are available upon request.
- We've refreshed the menu since your last visit to us. It will include some of your favourite dishes and drinks, but it's a slimmed down some of the choice to help our team manage all the changes.

Feedback

- Your feedback matters, especially at this time.
- If you have any questions, queries, concerns or feedback that we can implement during your visit let us know and we will endeavour to make sure your visit is the best.
- Otherwise, please contact us by phone or email to share your feedback.

OUR TEAM

- All team members have been briefed are aware of the additional health & safety measure surrounding themselves as well as our customers.
- We're working in 'shift families' to minimise contact.
- PPE is available for all our team.
- They will follow correct handwashing techniques regularly
- Team members will follow safe distancing measures with each other and our customers
- Everyone has been informed about the safest ways to travel to work.
- No team members will travel to or from work in their uniform.

TAKEAWAY/COLLECTION

- We will be continuing with our takeaway service as much as possible for those that are not ready to join us at Suburban Green just yet.
- Please allow at least 30mins for preparation time.

GIFT VOUCHERS

- Many of you have been so kind to buy your loved ones and friends Suburban Green Gift Vouchers.
- They do not have an expiration date on them – we look forward to you joining us as soon as you feel comfortable to do so.

Many thanks for your co-operation, assistance, patience and understanding at this time as we all navigate the next steps after lockdown.