



THE GREAT HOUSE

LAVENHAM SUFFOLK

We are very pleased and excited to announce we can now welcome back old friends and new guests from Thursday 9th July, as we strive to bring you an exceptional and safe experience at The Great House.

Over the last few months, we've had to adapt and reinvent our way of life to accommodate the new restrictions put in place from the pandemic of Covid-19. From changing our interactions with those around us, to ensuring the safety of ourself and others.

This time has, however, given us a chance to bring exciting new changes to The Great House, with new additional services and products including, our exclusive Dine At Home Menu, pâtisserie products and our picnic to name just a few!

We've also had to adapt in-house and now have a range of measures and procedures in place to ensure your experience is safe as possible, whilst retaining the same warmth and outstanding quality you have come to know us for.

Safety In Mind

Please **DO NOT** visit The Great House if you are suffering from symptoms of Covid-19.

- All of our staff are given daily **health and temperature checks** and have been trained to follow the **new hygiene procedures** now in place.
- Our staff are be wearing the **necessary PPE** for their roles.
- We would like to ask our guests to **wear a mask when entering** the restaurant and until seated at the table. Mask are **available at the entrance for a donation** to NHS Charities Together.
- **Hand sanitisers** have been placed around The Great House in high touch locations within staff and visitor areas, as well as strict disinfecting taking place constantly throughout the day.
- **Toilet facilities are locked** to allow for monitoring and are disinfected after each use.

Dine - Drink

• Upon booking your reservation, you will receive a **time slot** to minimise guests arriving at the same time - **please do not arrive before your allocated time slot.**

Please note: There is a **maximum of 6 guests per table** due to Government guidelines.

- Our tables are now **spaced out** to allow for social distance, providing guests with additional space to ensure a comfortable dining experience. Only **one member of staff** will be assigned to your table.
- Our **terrace is also available** for those wishing to dine alfresco in the fresh air.
- We now ask if **coats can remain with you** during your visit.
- Our menus are **disinfected after each use.**
- Salt and paper condiments are **available on request and disinfected** after each use.

Dream

- We are now offering **room service** for our breakfast and dinner menu for those who would feel more comfortable dining in their room.
- Our **check out time** has changed to 10.00am and our **check in time** is from 4.00pm to allow for strict disinfecting of the rooms.
- Please let reception know if you **are not comfortable for housekeeping** to enter your room daily.