

THE CAKETAIL CLUB CURRENT OPERATIONAL PROCEDURES

We are happy to announce that as of **16.05.2020**, The Caketail Club will re-open for service, however this will be slightly different to our usual operations.

We have always taken great care to clean and sanitise our restaurant, and pride ourselves in maintaining a high level of cleanliness and hygiene. Since the outbreak of COVID-19 we have taken further steps to do even more to sanitise further and minimise risk. *The health and well-being of our team and customers is of great importance to us.*

We are limiting the service that we provide and will increase this as we can and whilst following government guidelines.

At this time, we will be open for limited hours, with a slightly limited menu and only provide delivery via Uber Eats and Deliveroo, or a collection service.

ALL FOOD AND DRINK ITEMS ARE SUBJECT TO AVAILABILITY

Our service will resume as follows:

- **Delivery** via our delivery partners: Deliveroo & Uber Eats using their online platforms
- **Collection** orders to be placed in advance via phone and an allocated time slot will be given to collect
- Access inside the restaurant will be limited to 1 person at a time within a designated area and there will be no public access to toilet facilities
- **WE REQUEST CARD ONLY PAYMENTS**
- Payments for collection orders will be by card over the phone or for orders under £20, you can pay using the card machines in store
- If you have to use cash, payments will be handled with stricter hygiene rules in all cases, so please do not take offence
- Walk in orders will only be available for takeaway gelato, selected desserts, hot and cold drinks only

CUSTOMERS ARE REQUESTED TO MAINTAIN SOCIAL DISTANCING MEASURES FROM STAFF AND OTHER CUSTOMERS. IF QUEUES OCCUR, PLEASE BE MINDFUL OF OTHERS AND RESPECT THE 2 METRE RULE

We want to thank you in advance for supporting us and for supporting the measures we are following to make this the safest possible service that we can offer

If you have any questions or concerns, contact us via message on 07939569278 or email thecaketailclub@gmail.com and we will endeavour to answer them as quickly and as fully as we can.

BEST WISHES TO ALL, WITH LOVE FROM THE CAKETAIL CLUB TEAM