

Lavenders Tea Rooms, Thornton Le Dale, YO18 7RN

Rules Update 17th August 2020

New Opening Hours: All days 10 till 4'ish except Sundays (closed) and Mondays (closed).

Please see the below information regarding our operating arrangements due to the Covid 19 situation:

1/ Customers are asked to make table reservations in advance by calling 07747 885 341 or by email to hduckwith@gmail.com.

2/ Customers are asked when arriving at the tea room to WAIT to be seated, this ensures we have a properly cleaned table for you. Dogs (welcome outside only) and children must not be allowed to leave your table location. Anyone showing symptoms of Covid will not be allowed to enter, and if already inside will be instructed to leave.

3/ We will offer tables for a maximum of 4 persons only and some tables will be out of use, enabling us to operate with 2m social distancing between tables. Our staffing numbers are greatly reduced therefore we will do our best to ensure good service but delays will be unavoidable at peak times. Groups of 5 persons and above must book in advance, thank you.

4/ Customers are asked to go straight to their allotted table and remain seated during the visit unless using the washroom. If coming inside the tea room, as we are a shop premises, you are REQUIRED to wear a facemask, and also when using the washroom. This face mask rule is NOT negotiable. Retail products MUST NOT be touched - any items you would like to buy we will gladly bring to your table.

5/ Hand wash and sanitising will be available in several locations, and these must be used on arrival and on departure. The washroom is available on a one in, one out basis, please help to ensure maximum cleanliness, and ensure hands are washed thoroughly in accordance with guidance.

6/ There may be instances for customers where the 2m distancing cannot be achieved momentarily, therefore you are asked to move without delay past other people in the tea room. Tables are positioned at 2m minimum distance.

7/ We will offer table service, our staff will come to your table and take your order. At the same time we will take a lead name and phone number from you to enable track and trace if subsequently necessary. This rule is NOT negotiable, no name and number - no food or drink. Payment is requested by contactless card, or PayPal, or bank transfer (cash or cheques not accepted).

8/ These are uncertain trading times and we greatly appreciate your business, we will do our very best to keep you safe, along with our staff, and it is our objective to ensure you very much enjoy your visit to Lavenders. We have seen a shocking number of negative reviews on Trip Advisor relating to our efforts to keep everyone safe. Please do NOT come to the tea room unless you are prepared to follow our Covid rules.

9/ We are not open Sundays and Mondays for operational reasons.