

LOLA JEANS

Important Information

Please take the time to read the following information, if you have any questions or concerns then our staff will be more than happy to assist in any way possible.

Your Table

If not already provided in full during the booking process our staff will ask for the name, phone number, house number and postcode of each member at the table. This is a government requirement for the Track & Trace system and we appreciate your co-operation with this process.

Our full venue and all its fixtures & fittings has been fully treated with an EnviroGuard™ antimicrobial layer which prevents infection by creating a protective barrier between surfaces and hands.

Before each party is sat at their table our staff complete a thorough checklist which includes:

- Full sanitising of all hard surfaces and contact points.
- New food & drinks menus (these are single use and are disposed of afterwards).

Sanitiser has been provided on each table for customers to use as and when they wish. We strongly suggest that it is used upon arrival, after trips to the bathroom and before leaving the venue.

Our Service

Your time on the table, either 90 minutes, 2 hours or 2 hours + will have been stated in your booking confirmation email. If any of the party are late or there is a delay of any kind we will do our best to accommodate but this may not always be possible due to later bookings. We are operating full, dedicated table service only during this initial re-opening period and our staff will take your initial food & drink orders once you have been sat and had a few minutes with the menus. Staff will be doing regular check backs on all tables so any additional food or drinks can be ordered during these times.

All cutlery and condiments will be provided when your food is brought to the table. We prefer card payments but will also accept cash if card is not available.

Toilet Trips

To ensure your safety and comfort whilst using our toilets, we are operating a "one in one out" policy, meaning only 1 person at a time is to enter / use the toilets.

If you find the toilets are already in use by another customer, please respect the procedure and wait outside until they are finished.

For use of the disabled toilet (Tynemouth venue only) please request access by informing a member of our staff.

Please wash your hands thoroughly for at least 20 seconds before leaving the toilets.

As part of the robust cleaning process the toilets are checked & sanitised every 30 minutes.

Your Safety

To ensure minimal movement around the venue we ask that you remain at your table except for trips to the toilet. We understand that this may be frustrating to those of you who wish to speak to friends on other tables or go outside to smoke etc but we hope you can understand why this request has been made.

When visiting the toilets or leaving the venue please maintain a 1 metre distance from all other customers and staff.

Please be patient and be kind. All our staff are doing their very best at this difficult time.

It's great to have you back.

LJ x x