



Welcome back – we've really missed you!

**COVID SECURITY MEASURES
in line with Government guidelines @ the Wro**

It is essential that our guests have an enjoyable but above all safe experience.

We ask you all to familiarise yourselves with our new 'house rules':

We are asking guests to pre-book tables (for food or those guests just wanting to come for drinks). Tables will be allocated for a period of two hours unless agreed otherwise in advance. Tables will only be held for fifteen minutes after the reservation time – if you wish to cancel please do get in touch as soon as you are aware of your change of plans. There may be capacity for 'walk-ins' and tables will be allocated on arrival. 'Walk-in' guests will be accommodated to the best of our ability but we reserve the right to ask the party to move to a more appropriate sized table should the necessity arise.

ENTRY into the Wro is via the front main entrance with EXIT via the Loft door, both will be clearly signposted for your convenience.

You will be greeted at the entrance station by a member of our team who will undertake a non-contact infra-red temperature check. If a temperature reading is found 38 degrees or above, unfortunately admission will not be permitted for your own safety and that of others.

If no one is immediately available, please wait at the entrance 'station' until a member of our team is free to ensure our initial entrance procedures are explained prior to proceeding to an allocated table. Please do not move the tables and chairs.

All guests are asked to wear masks & to sanitise their hands on arrival, whilst they are moving to their tables. Disposable masks will be made available at the entrance but will incur a nominal charge. Once seated, masks may be removed. Table service will then be provided – please note that we are unable to accommodate standing or sitting at the Bar.

Our team will be wearing visors or masks and disposable gloves at all times.

A member of our team will have sanitised your table and chairs before you are seated. We will then pass you a single use menu. Please use this menu to order food and to complete the NHS 'Track and Trace' information. These will be held as per Government guidelines for 21 days and then destroyed. A contact phone number / email address is required for the lead member of each group. A single use pen will be available if you require one.

Inside guests can sit in groups of no more than six people from two households. External tables on the deck and pavement can be used for groups of up to six people from six households. A distance of one metre should be maintained between groups.

Guests wishing to visit the bathrooms are asked to use a mask when leaving their table and circulating within the bar. Bathrooms will be sanitised regularly throughout our opening hours. Please maintain social distancing of one metre when visiting the bathrooms and wash and sanitise your hands before and after use.

Contactless card payments are preferred.

Please respect the safety and well being of our team and guests during these unprecedented times.

Should you have any suggestion to improve the safety and wellbeing of everyone following your visit to The WRO, we would very much welcome your comments. *Have fun and please enjoy our Wro hospitality – keep well and keep safe everyone.*

Sally, Howie & Team Wro