



GRAND CAFÉ: COCKTAILS: DINING

NEO TERRACE

Outside Dining Arrangements 12th April – 16th May 2021

We thank you for choosing NEO Restaurant for outside dining and as always, we will ensure you receive the renowned warm NEO Welcome.

For us to keep you, our guests and our staff safe and Covid-19 secure we must ensure we comply with the new Government Rule of Six and outdoor dining rules.

To comply we will have the following guidelines and procedures in place:

- Groups cannot exceed 6 people or two households (with proof)
- Temperature Testing and Track and Trace will need to be completed on arrival. QR code must be available and a system in place for recording details of all patrons over 16 if they do not have a smartphone. Data to be kept for 21 days under GDPR rules
- Sanitiser will be made available for all visitors on arrival
- Masks should be worn on arrival and whilst moving around the terrace areas.
- Social distancing must be observed throughout your visit whilst moving through the building to access the toilet facilities.
- Payment can only be made outside, not in the Bar or Restaurant areas
- Social interaction with other tables or people is not permitted at this stage
- Dining reservations will be taken straight to the dining table to minimise social contact
- Bar and Restaurant facilities are only available outside as per Government Guidelines.
- There is no Government enforced drink up time curfew however House Rules for closing time will apply and are weather permitting. Management decision is final
- You will be requested to leave the premises in your group immediately facilities are closed observing social distancing measures
- Any pre-booked reservations must arrive and leave as a group
- Anyone not observing these guidelines may be politely asked to leave the premises
- In the event of the facilities not being open due to weather, we will notify you and you will be offered an alternative date
- Should the weather suddenly change during your meal, we will pack your meal for takeaway – no refunds will be made due to a change in the weather.
- Whilst we love our furry friends, we are sorry that with exception of guide dogs & assistance dogs, NEO operates a NO DOGS ALLOWED policy. All areas operate food service and this is in consideration of all our guests.
- No smoking, vaping or use of any kind of electric cigarette allowed on the terrace.

