

## **What to Know Before you Come to Hawksmoor**

Thank you for booking at Hawksmoor.

We may contact you about this booking, so please ensure your email and phone number are up to date. If you are booking a table for 5 or more guests, some of our sites kindly request credit card details for your reservation. We require 48hrs notice for cancellations - if you cancel within 48hrs of your reservation, we charge a fee of £25 per head.

## **Your Safety at Hawksmoor**

From November 2nd, Hawksmoor Edinburgh will be operating in Scotland's Tier 3, which means we can open from 12-6PM, with no alcohol sales, for 6 people (excluding children) from up to 2 households. Government guidelines are that all customers must wear a face mask when entering and moving around the restaurant. You can read more about Tiers and their implications online.

We will be in touch with everyone who has a reservation with us to check and remind them of the new rules. We will do this for new bookings at the point of reservation, confirmation and, if it feels necessary, on arrival at Hawksmoor. However, we are not in a position to police who is from which household, that is the responsibility of people who come to the restaurants.

We are taking bookings up to 5pm, but as large cuts require a longer cooking time we are not able to serve those after 5pm unless they are pre-ordered a minimum of 24 hours in advance. Please contact the restaurant directly to do so.

We have always taken the safety of our staff and customers extremely seriously and tried to achieve what we would consider a gold standard for the industry. In light of the current Coronavirus pandemic this has never been more important. We are opening with the same philosophy that has always under-pinned health and safety and hygiene at Hawksmoor: we work extremely hard behind the scenes to make everything as safe for our staff and customers as possible, so that when you come and sit in our restaurants everything will feel as normal as possible. You can read more about our approach at here - <https://thehawksmoor.com/wellness/>.

Our experience is that customers appreciate Hawksmoor doing what it has always done and offering people a haven from the outside world, where you can enjoy your meal with the people you're eating and drinking with without being confronted by a sterile environment or having our extensive regime to ensure your wellbeing too overt. The one thing we would ask categorically is that if you have any of the symptoms of Covid19 or have tested positive in the last 14 days that you cancel your reservation and stay at home.

As you no doubt know the rules around being Covid-secure are regularly changing and can be difficult to keep up with. We're grateful for your understanding as we adapt, for your kindness to our staff and for the changes that you are also having to make in our restaurants. Most of all we're grateful for your support.