

Nice to see you again!

Welcome back! We are excited to soon be able to see you all again. We cannot wait to see so many friendly faces that we have dearly missed.

Since we last saw you, we have been continuing to work tirelessly on implementing enhanced sanitation, personal hygiene and cleanliness measures that build on our already strict policies to help keep you and our staff safe. The key components of The Pilot Boat safety-first service procedures to make your visit as comfortable and as enjoyable as possible when you return are as follows:

The Guest Experience:

- No person with a fever or symptoms of COVID-19 is permitted in the building
- One-way system in operation throughout the building
- We ask you to make table reservations online, so your table is ready when you arrive
- Maintaining social distancing while waiting to be seated with limited seating capacity and socially distanced tables
- No ordering at the bar, table service in all areas
- Using disposable and digital menus
- Providing guest hand sanitizer stations throughout the building
- Contactless and card payments preferred
- Frequently touched surfaces cleaned at least every 30 minutes
- Tables disinfected between guests

Team Member Safety Measures:

- All kitchen staff wearing face shields
- Requiring all contractors, and suppliers to wear face coverings at all times while on premises as well as washing their hands regularly
- Daily temperature checks and health screenings upon entry required, with needed approval before beginning shift
- Sanitizing wipes available for team members to disinfect POS devices & credit card readers
- Endeavor to maintain proper 2 meter required social distancing while in the building
- Any team member with Covid-19 symptoms must isolate at home for 7 days before returning to work
- Ongoing COVID-19 training per any changes to health regulations

And if you are not comfortable with coming into the restaurant just yet, our takeaway menu is available with curbside or restaurant pick-up.

These added steps with enhanced cleaning and sanitation measures are in place for everyone's safety. Please let us know if there is anything our team can do to make your visit more comfortable and enjoyable. If you have any questions or would like additional information please ask for a member of the management team.

Our dedication to each other and you, our guest, remains unwavering, as is our commitment to serve you fresh, home cooked food in a warm and welcoming atmosphere with unparalleled service. Whether you are eating in or taking your meal to go, we can't wait to see you again.

Safe Stay

The Pilot Boat 'Safe Stay' will build upon the already high standards of housekeeping and hygiene at The Pilot Boat. The aim of Safe Stay is to provide guests with assurance and peace of mind when they stay at The Pilot Boat. It will create a focus on cleanliness that will be visible to guests throughout their entire stay – in the hotel room, restaurant, and other public spaces. The key components of The Pilot Boat 'Safe Stay' are as follows:

The Guest Experience:

- We will add an extra measure of assurance by placing a room seal on doors to indicate to guests that their room has not been entered since being thoroughly cleaned
- Extra disinfection of the most frequently touched guest room areas – light switches, door handles, TV remotes, thermostats and more
- Room servicing will be set up to keep rooms aired and fresh with sea breezes
- Remove pen, paper and guest directory, supplement with digital or available upon request
- TV remotes kept in sealed bags, so you can be confident no one has touched it since the room was cleaned
- We can pause room cleans during your stay if you prefer
- We will provide hand sanitizing stations throughout the building

Housekeeping Safety Measures:

- Requiring all housekeepers & contractors to wear face coverings & gloves always while on premises as well as washing their hands regularly
- Daily temperature checks and health screenings upon entry required, with needed approval before beginning shift
- Any team member with Covid-19 symptoms must isolate at home for 7 days before returning to work
- Ongoing COVID-19 training per any changes to health regulations