

WALKER HOUSE REOPENING GUIDELINES

For over 100 years, the health, safety and well-being of our Guests and Team have been our top priority.

We look forward to serving you and your family inside our restaurant, on our outdoor and street Patios and with our trusted curbside take-out pick-up. We have introduced further safety precautions;

Outdoor Patio & Inside Table Service

We are excited to announce Phase 3 and the Walker House reopening for inside dining will begin Friday, July 17th.

- With more tables available for our guests we will NO LONGER BE TAKING RESERVATIONS at this time. However, this may change in the near future as we continue to expand our offerings. We encourage all parties to walk-in as we have a very efficient seating system!
- To avoid congestion please gather outside our front entrance on High Street while practising social distancing of 2 metres and allowing room for others using the sidewalk.
- Groups must all arrive at the same time.
- Patio table service is weather dependant.

Specials / Menu / Take-Out

- We will continue to offer Daily Lunch and Dinner Specials!
- You can view our full menu from your mobile device at <https://thewalkerhouse.ca/>
- Wednesday Wing Night will be \$10 per lb.
- Take-Out can be ordered over the phone at 519-797-2772 or with Online Ordering.

Tables & Seating

- Seating of tables up to 6 people maximum.
- Larger groups sat at separate tables.
- Tables are spaced out at least 2 metres and are not to be shuffled around or moved.
- No waiting area will be available for tables. Waiting outside, in your car or walking to local businesses is encouraged.
- Hostess will phone, text or your wait puck will buzz to let you know when your table is ready.
- You have 10 minutes to claim your table from the waitlist. If your phone isn't answered after 2 calls, we will cancel your table from the waitlist.
- No estimated time quotes will be given for table openings from our waitlist. We will tell you how many tables are ahead of you on the list.
- We will not be offering any bar service, table service only.
- Sanitation and safety are our top priorities.

Entry

- Symptom and travel screening at our Front entrance on High Street.
- Hand sanitation upon entry. Further sanitizer is available for guests.
- Name and phone number must be given for all tables who enter.
- All guests must be accompanied by a seat. No standing room.
- No in and outs. You will have to wait to smoke or vape.
- Washrooms are accessible to guests, follow the social distancing floor stickers to the washroom.
- Please wash your hands!
- Washrooms are sanitized frequently.
- Please keep everyone safe! If you are feeling unwell, come see us when you are better.
- Please exit out the Patio exit gate.

Personal Protective Equipment

- Staff wearing a minimum of one piece of PPE and monitored frequent hand washing.
- Mandatory face coverings for all guests based on current government guidelines.

Curbside Take-Out Pick-Up

- Call 519-797-2772, order and pay-ahead for curbside pick-up!
- When you arrive, park outside the restaurant on High Street (the main street). While practicing social distancing come to our Take-Out pick-up window to receive your order.

Food Bags & Take-Out Containers

- We continue to tie our take-out bags. Biodegradable take-out bags will be tied tightly to reduce unnecessary exposure and contact. Recyclable plastic takeout containers will be sealed. Additional takeout containers are made with recycled materials and are biodegradable for easy disposal.

Payments

- We have pre-payment options available to reduce physical cash or payment terminals changing hands.
- We sanitize and disinfect our handheld payment terminals after every use.
- Ordering with our <https://thewalkerhouse.ca/> website, during the check-out process select “Pay Online” to pay by credit card or “Pay In Store” to pay by debit, cash, MasterCard or Visa at our pick-up window.
- Ordering by phone, ask your friendly Walker House Team member to pay by credit card.
- We are accepting debit, cash, MasterCard and Visa payments.

To our Team, thank you for your ongoing passion and service to the Walker House - we will continue to support and advocate for you throughout this process.

Thank you for continuing to serve our communities with dedication and perseverance.

To our Guests, thank you for your continued support - we look forward to bringing some joy to your mealtime!

Our highest priority is the health and safety of our Guests, as well as our Team and those in our network including our suppliers and community partners. We have been in regular communication with our Team around the following protocols that support everyone's health and wellbeing:

- Reinforcing our already rigorous standards and operating procedures for food safety and personal hygiene.
- Working to ensure frequent hand washing, using hand sanitizer and sanitizing our equipment after every use.
- Continual sanitation of all high touch surfaces in our restaurants including seats, tables, menus, supplies, point of sale and payment terminals, etc.

We are following the guidance of government and health authorities.

We have been ensuring that our standards are being strictly adhered to and that we have the right action plans in place. We are closely following the direction of Public Health Ontario and the Public Health Agency of Canada which maintains a low public health risk advisory for Canada at this time. We are also monitoring our Teams' health very closely.

We are committed to delivering excellent guest experiences, regardless of how you choose to dine with us.

If you see our Team wiping down menus, payment terminals, cash registers, countertops and door handles, please know this is an effort to reduce any risk.

As the situation evolves, you may see our restaurant implementing new measures to prevent the further spread of COVID-19.

We will continue to do everything we can, always with the goal of creating the best guest experience possible and to give you and our Team peace of mind, regardless of how you choose to dine with us; inside our interior dining spaces, through our outdoor patios or curbside take-out.

For over 100 years, Saugeen Shores and beyond have been placing their trust in us. We take that very seriously and will never do anything to violate that trust.

