

Dear All

Cautiously.... more exciting News!

We have now progressed to 'Transition 2' as part of a measured easing of the lockdown restrictions. This means that your new 'outside café' is now fully open, Monday to Saturday 9.00am – 5pm (Hot food from 10am).

There are lots of extra (socially distanced) tables and new chairs along with some areas of shelter from the sun and rain.

Food and drinks will continue to be ordered at the door but, in line with government guidelines, we will be serving the food and drink to the tables (by staff wearing visors or face coverings). All options are also suitable to take away.

Our full range of hot and cold drinks will be available including our lovely healthy frozen smoothies, frappes and milkshakes. There will be a reduced menu, however, old favourites such as bacon baps and jacket potatoes with various fillings, sandwiches, quiche and baguettes will be available. Customers are welcome to 'bring their own' drinks if eating with us (*own plastic cups only or can be provided on request*). We also have a lovely new range of non-alcoholic cocktails.

We have almost every aspect of Government and industry-advised enhanced additional hygiene, cleaning and safety measures in place for customers and staff, so please be assured that the environment will be as safe as it possibly can be. All food and drink will be served in disposable containers, hand sanitising will be available and only single use condiments and ingredients such as sugar and ketchup sachets will be handed out as required. Please see the document attached that will be supplied with our menu when you visit, which gives full details of arrangements for customers.

Delivery Hub – change of timings but still here for you.

In order to operate the outside café and eventually allow customers back into the shop (Transition 3 – hopefully by the end of July) we need to separate the times when the orders are picked, packed and processed to ensure appropriate social distancing of staff.

We will therefore be changing the timings for the 'delivery hub' as of next week to 'next day delivery'. This means that general grocery orders can still be placed by phone by 5pm the day before for next morning delivery (or email before 9am on the day). Deliveries will be packed by staff between 9 and 10 am and deliveries will then be made by our team of volunteer drivers.

We would also like to stress that if you have an emergency or an urgent requirement that cannot wait until the next day - such as a needing a pint of milk, a meal, or some paracetamol for example, we are still here and we can arrange this for you on the day.

It has, and continues to be, a real privilege to be able to offer this service and meet the needs of our residents. Whilst we really long to see everybody back in the shop it is understandable that for some of us, this will still be a long time away. Please be assured that, as we always have done, prior to Covid 19, the delivery service is here to stay, even when the shop re-

opens. It is an intrinsic and permanent part of who we are and what we do

Finally, It has been heartening and fulfilling to have had so many offers of help, support and positive reviews over the last few months. We hope to see you at the outside café and that we can continue to count on your custom either for deliveries or ‘normal’ grocery shopping in the future.

Thank you.

Stay safe and best regards,

Louise

P.S. Many of our volunteers are returning to their former jobs so if you would be able to help, or know anyone who would be interested, please call me on 07909 527990 .