



Dear Valued Guest,

Hello and thank you for making a reservation to dine with us at Scarlet Oak Tavern! We are so excited to finally be able to welcome guests back to our property and to offer the same high level of hospitality, service and quality you have come to expect from us. As Governor Baker has released his dining guidelines, we have been diligently designing our new dining model and implementing procedures and policies to keep everyone safe and healthy. As such, things look a little different at Scarlet Oak right now and we want to fill you in on what to expect during your visit with us.

MENUS – One difference to expect is how you will experience our menu. While one time use, paper menus are available upon request, we encourage you to view our menu on your smartphone or tablet. This will help minimize waste and protect our environment.

DINING – *Reservations are for indoor seating*, patio seating is based on a first come first served basis and when making a reservation, *patio seating is a request only* and there is not a guarantee you will be seated outdoors. To encourage social distancing, we have implemented a new service model where your server will be available to you, but not at your table as frequently as they were before. To limit server visits to the table, we encourage you to place your entire order at one time (though we understand you will not always know if there will be room for dessert!). Your server will be stationed nearby but has been directed to limit their time at your table to keep everyone healthy and safe. **Due to the limited amount of tables we have, reservations currently have strictly enforced time limits in order for us to clean and sanitize for the next scheduled party. Parties of 2 will be limited to 60 minutes while parties of 3-6 will be limited to 90 minutes.**

MASKS – Masks are always required to be worn by our staff. Guests are required to wear a mask while on our property, although you may remove it while seated at your table.

RESTROOMS – The restrooms in our building are available for your use. Please enter the building via the patio door; observe the traffic flow arrows and 6' spacing markings provided. Queues are not to be formed at the restrooms. Please exit the building through the front door entrance.

CLEANING/DISINFECTING – We are cleaning and disinfecting all high touch surfaces frequently and on a regular schedule. We have allowed adequate time between reservations to clean and disinfect tables and chairs prior to the next guest's seating.

DISTANCING – Lines and groups of more than 6 are not allowed to congregate. As such, please arrive for your reservation on time and be aware of the 6' markings we have placed around the property and in the building to easily identify the appropriate distancing. When your entire party has arrived for your reservation, please check in at the host station. If we are not quite ready for your seating, we will ask that you remain seated in your car and we will text you when your table is ready. We will not be seating incomplete parties.

Thank you so much for choosing to dine with us! We are honored you trust us in this new era of dining and are proud to be able to serve you. Please do not hesitate to reach out with any questions, concerns or just to say hello. We look forward to seeing you soon! Should you wish to send this document to your fellow diners, simply text them this link.