

COOMBE

YARRA VALLEY

THE *Melba* ESTATE & COOMBE FARM WINES

Customer Information 4th June 2020

COVID 19 Operating Measures

Coombe Yarra Valley is operating in strict accordance with COVID 19 Government restrictions.

We ask our customers to please ensure they pay close attention to their own health, and the health of their close family and friends. Should you have any concerns regarding your health please don't hesitate to contact us to change your bookings arrangements.

As part of ensuring we are best practice our management team have completed the Restaurant and Catering Association COVID 19 Training. We have processes in place to check in with our team each day to ensure their health.

As a general rule the Estate is only open to customers who are dining in the Restaurant or who wish to purchase wine, gin or providore items from the Cellar Door take away. There will be no general access for customers to access the Estate to walk through the gallery or use the toilet facilities.

A number of measures are in place at the venue to align with government recommendations which are outlined below:

Restaurant

- Capacity is limited to 20 patrons until the government increases to 50 and then 100
- The restaurant space has been measured in accordance with the four-square metre rule and can seat a maximum of 105 patrons when restrictions allow
- There will be separate entry and exit doors for restaurant patrons
- Tables have been set 1.5 metres apart
- We must record all customers first names and phone numbers
- Single use menus will be used
- Payments will be taken at the table, we will not accept cash payments
- Procedures are in place to disinfect high touch surfaces during service
- Disinfection of seats and tables will be completed between seatings
- No salt and pepper grinders will be set on the table – these will be available on request
- Changes have been made to how tables are to be set so that we touch table settings as little as possible
- Customer access to toilets will be one-way.

Cellar Door

- Under the four-square metre rule, we can accommodate a maximum of 20 people. At this stage tastings are not available, only bottle and providore item purchases.

- No access to the toilets will be available for Cellar Door patrons
- The Providore area are is closed
- Disinfectant is located throughout the area
- One-way access and separate entry and exits are in place for the Cellar Door

At the end of each day the cleaners undertake a detailed cleaning and disinfectant program. This combined with the measures we have in place will ensure we are doing everything we can to provide a clean and safe environment for our staff and patrons.

Should you have any concerns please don't hesitate to contact us. I look forward to seeing you all around the Estate in the coming weeks.



Grant Cummin
Managing Director