

LAKES HOTEL

EST. 1985

It is truly an unprecedented time as we all try to navigate the COVID-19 outbreak. We have taken several steps to ensure that we are a low-risk venue and give our patrons confidence. We are a family owned business that employs in excess of 150 people, many of whom are casuals and need your support. The health and well-being of our staff and patrons is paramount and we are taking every necessary precaution. We have always had a high standard of cleanliness and have implemented several additional measures to ensure there is a low-risk of virus spread in our venue. We urge you to continue to come in for a meal or drinks or consider one of the other ways you can support our business, particularly if you are in a high-risk group. These are outlined below.

Adapted processes;

- In accordance with advice from the Australian Government, dining and bar areas will be strictly limited to less than 100 patrons. We are fortunate to have a lot of space so people can socialise from a low-risk distance.
- All dining tables will be spaced at least 1.5m apart
- All functions that exceed 100 persons will be postponed.
- We encourage card-only payment for contactless payments.
- We encourage patrons to download our Digital Menus on their own device
- Hand sanitiser stations positioned at all entrances and at the salad bar.
- Regular sanitising procedures of all surfaces, door knobs and gaming machines.
- Anti-cross contamination procedures, single use cloths and replacing all cutlery, linen and napkins on tables between service.
- Keep coffee takeaway cups are temporarily not accepted.
- Staff are monitored for symptoms.

We continue to follow the advice of the Australian Government and SA Health and will adapt as necessary.

How you can support us as a business;

- With limitations on capacities, we ask that our valued patrons pre-book where possible to assist with rostering and to ensure we can manage the number limitations.
- Purchase a gift certificate for family members to use at a later date. Available at Reception.
- Postpone, don't cancel your reservation.
- Order take away if you need.
- Take advantage of our new Heat & Serve menu delivering quality portioned meals that can be heat and served when you need them.
- Purchase your beverages from our bottle shop or order online at www.mycellars.com.au
- Please use the hand sanitising stations and wash your hands thoroughly after using the washrooms.
- If you are feeling unwell, please stay home.

We have always prided ourselves on supporting the local community and now the Hotel and its employees needs you.

Stay well and thank you for your understanding.

Lakes Hotel