



Gallo Dairyland – Post Covid-19 Procedures

8 June 2020

Dear Valued Customers,

Following our COVID-19 hibernation we are slowly implementing the Gallo Dairyland experience. It is important for us to inform you of some changes that have happened.

TRADING HOURS

Gallo Dairyland will be Open - Thursday to Sunday : 10am – 4pm 😊

Gallo Dairyland will be Closed - Monday, Tuesday and Wednesday ☹️

These trading hours will be closely monitored and may change in future.

Due to the rules set out by our Government post Covid-19 for Café/Restaurants we have prepared the following procedures for the safety of our diners and team.

Reservations

Reservations are highly recommended.

Restrictions of 20 x people max per designated seating area.

Reservations will be staggered starting from 10am with the last booking taken at 3pm

Our Kitchen hours are - 10am until 3pm

Takeaway

Takeaway food and coffee are available during business hours, with the last food orders being taken by 3.00pm. To avoid wait times it is encouraged to phone ahead to place your order. Our menu is available on our website. Call us for further information.

Dine-in/sit-down services

In our designated dining sit-down areas within our premises, we have implemented measures to provide 4 square metres of space per person (to achieve the maximum space per person and maximise the physical distancing of patrons and staff), with at least 1.5 metres between tables to keep groups of patrons apart from each other.



To achieve the best outcomes for physical distancing at Gallo Dairyland, we have done the following:

- Reduced number of tables and the seating capacity to enable tables to be adequately spaced out and allowing for clear walkways for patrons and staff.
- Removed magazines and newspapers to reduce the risk of transmission and to ensure that customers do not congregate in these areas. (Download our menu online)
- Table service for Dining In to reduce the movement of patrons and the number of surfaces touched.
- Where our usual Cheese and Chocolate tasting services are offered, we have now postponed these until further notice to prevent queuing in large groups.
- We have established some new barriers to streamline the flow of foot traffic for walks ins and diners with a reservation
- Promoting the use of MAKE A RESERVATION with staggered seating times to better manage the flow of patrons. Advising patrons to only arrive at their allocated reservation time.
- Walk-in to purchase Cheese and Chocolate is available however maximum customer capacity will be observed. The collection of takeaway food or coffee, our team will advise if you have to wait a couple minutes before entering.
- Floor markings to indicate 1.5 metre distancing for patrons awaiting service.
- The use of contactless and mobile payment to allow customers to pay from their seat to minimise movement.
- Placed signage about physical distancing around the workplace. This will help remind workers and customers of the [risks](#) of COVID-19 and the measures that are necessary to stop its spread.
- Work-related violence in response to new physical distancing measures (or for other reasons) will not be tolerated.
- Where possible, we've provided separate bathroom amenities for workers and patrons.

We really thank you for your support over the many years Gallo Dairyland has been in operation and we look forward to seeing you again and hopefully not before too long, we will be back to normal.

Kind regards,

Linda Gallo