

# WAVECREST

## CUSTOMER GUIDELINES

**These guidelines have been designed to minimise contact for the safety of our customers and staff**  
**Many thanks for your cooperation and understanding**

1

Please can ONE person per group place all food and drink orders, let us know if you want any condiments with your meals when you order. Order eat-in food and drinks at the café counter inside and take away (food, drinks and ice cream) at the window hatch at the front of the café (sea facing).

2

There's a one way queuing system - please enter the café from the double patio doors and exit through the front (sea facing) door. Follow signage for take away.

3

Please maintain a safe distance from other customers and staff at all times, and ensure children remain seated with their group.

4

Sanitising gel is available next to the counters for customer use, please help yourself.

5

Please pay by contactless card payment wherever possible.

6

Once you've placed your order you will be given a buzzer. When the buzzer vibrates please press the button on side to turn off, and ONE person go to the food collection point (by double patio doors) to collect your food and place the buzzer in the tub provided. Buzzers will be sanitised between each use.

7

All food and drinks will be provided in recyclable and sustainable packaging which can be consumed on or off the premises. No menu substitutions possible at this time.

8

We've provided two customer recycling points for all food waste, mixed recycling (cardboard and plastic) and glass. Please use the appropriate bins to ensure all packaging can be recycled.

9

Please note we're unable to safely offer toilet facilities due to social distancing rules, we apologise for any inconvenience caused. The nearest public toilets are in the Lizard Lighthouse car park (approx 5 - 10 mins walk).

10

Sorry we cannot provide tap water or refill water bottles during this time.