

Dear Valued Guest,

Hello and thank you for making a reservation to dine with us at The Bancroft. We are so excited to finally be able to welcome guests back in our dining room and offer the same high level of hospitality, service and quality that you have come to expect from us. As Governor Baker has released his dining guidelines, we have been diligently designing our new dining room model and implementing procedures and polices to keep everyone safe and healthy. As such, things look a little different at The Bancroft right now and we want to make you aware of 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-** 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. In an effort to limit server visits to the table, we encourage you to place your full order at one time. Your server will be stationed nearby but has been directed to limit their time at your table to keep everyone healthy and safe.

Now that we are able to serve you indoors, it is important for you to take notice of the directions arrows that are on the floors. Please do follow their directions for traffic flow through the restaurant as they are required by the state of Massachusetts and help limit face to face contact by creating one-way routes.

Lastly, seating is limited and we want to accommodate as many of you as possible. Upon arrival, the host will let you know the time of the next seating at your table. This will allow you to plan your stay with us accordingly.

**MASKS-** Masks are required to be worn by our staff at all times. Guests are required to wear a mask while on property, although you may remove it while enjoying your meal at your table.

**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. When your entire party has arrived, please check in at the host station located at the front of the building, under the overhang. 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. We look forward to seeing you soon.

Should you wish to send this document to your fellow diners, simply send them this PDF.