

# IMPORTANT DINING UPDATE FOR OUR MEMBERS

Due to a significant increase in our catering trade, we are making some temporary changes during peak dining periods to ensure we continue to deliver a quality dining experience and reduce excessive wait times for our members.

During busy service times, particularly Thursday, Friday and Saturday evenings, the following measures will be in place:

## **Restaurant Host**

On busier nights, a host will be available to welcome and seat guests, helping manage bookings and ensure a smooth arrival.

## **Bookings**

We strongly encourage members to book a table to guarantee seating. Please note that tables must be seated within 15 minutes of the booking time, otherwise they may be released to other diners.

## **Takeaway Meals**

Takeaway meals may not be available or delayed on busier nights, depending on kitchen capacity and demand. The Club will prioritise dine in meals during service as required. Staff will update upon request or over the Club PA System.

## **Restaurant Seating**

Orders may only be taken for guests seated within the restaurant. This helps ensure the kitchen is not overloaded beyond what can be reasonably delivered within acceptable timeframes.

## **Wait Times**

Where possible, we will advise expected wait times. As members would appreciate, there is a physical limit to what the kitchen can produce at any one time. These measures help ensure we do not accept more orders than can be delivered to standard.

## **Feedback**

These changes reflect the strong growth of our dining offering and are designed to improve consistency and service for everyone. Our floor staff are not responsible for these decisions, so we kindly ask that any feedback be directed to management.

We thank our members for their understanding and continued support as we work to provide a smoother, more enjoyable dining experience for all.