

# V COVID-19 PLAN / OCT 2020

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During these times, we've taken pride in remaining behind-the-curve with respect to reopening aspects of our restaurant. We've chosen to serve our offerings to-go and on our patio—with significant changes to our service format—in an effort to preserve the health and safety of our staff, guests and greater community. **So far, our diligence has paid-off, and it's because of this effort that we now take greater comfort in the idea of serving inside our dining room, which we will begin on Tuesday, October 6th.** Our mission is to replicate proven measures while providing greater comfort as the weather cools, and infusing your experience with enhanced service and heartfelt hospitality. With that in mind, here's more detail as to what you can expect from us...

## Our Staff

All new staff members have returned negative tests for COVID-19 before returning to work. Staff is directed to stay home if exhibiting any symptoms and will not be allowed to work if sick. On-site, the Voyager crew will be masked and gloved at all times, and also have the option to wear a face shield. They will wash their hands thoroughly after touching serving ware or common surfaces. You can expect them to be assertive with respect to enforcing mandatory mask-wearing when inside, so please be respectful.

## Our Guests

Inside, our guests will be able to dine with us by RESERVATION ONLY. This is a departure from our most recent “fast casual” service format, but it's necessary for us to meet required capacity guidelines. We ask that guests wear masks when a server/bartender is present and when they are away from their seat.

## Our Reservations

As we have no room for a proper waiting area, the dining room and bar will be available for RESERVATIONS ONLY. This includes Happy Hour! If you walk-in, you'll choose between any available reservation times for the evening. Please keep in mind that if you do book on-site for later in the evening, you will not be able to wait on-site. If you are on-site and your table is not ready, we ask that you kindly wait outside or in your vehicle. In order to ensure that our capacity remains under 50%, we will require that parties of 2-3 respect a time limit of 1 hr 30 mins. Parties of 4+ will have a time limit of 1 hr 45 mins once seated.

## Our Space

Dining room tables will be spaced to account for greater than 6 ft. spacing and we've created wider-than-usual pathways through the restaurant where possible. Bar seating—which is also by reservations only—is divided into three “pods” to ensure proper spacing. We are also installing clear acrylic barriers to give comfort to our bar staff and patrons. There will be hand sanitizer available at every seating area and in select locations throughout the restaurant. We're adding supplemental air purifiers with HEPA 13 filtration to give greater peace of mind, and plan to leave our garage door open as often as possible to quickly replace the air within the restaurant.

## Our Service

In opening our dining room, we will return to our familiar full/table & bar service format. We will provide ample silverware, tools (crab crackers, oyster forks, etc.) and share plates to sustain your time with us, and plan to clear all items at the end of your meal. Staff will not pour water or beverages table side, rather they will provide water bottles for self service and ask that you remove your drink from their tray as necessary. The nightly menu will be accessed on your mobile device by a link we provide, but we will have disposable paper menus upon request. At the end of your meal, we will process your payment table-side on one of our sanitized POS screens.

We consider this plan-of-attack as a working plan. As circumstances change and new information presents itself every day, we are committed to adjusting and adapting—all with the goal of continuing to serve you. As always, your feedback is useful and much appreciated. Looking forward to taking care of you soon!

**-- The Voyager Crew**