

Christmas 2020 FAQs

Your guess is as good as ours when it comes to the restrictions, we face this Christmas. Here at The Brown Jug, we are hopeful that we will be able to have the best Christmas possible after an 'annus horribilis' year!

Have you got a Christmas Menu?

Yes

When will we be able to dine off the Christmas menu?

From Wednesday 2nd to Wednesday 23rd December. The menu will be served daily for lunch and dinner services, Monday to Saturday. Sundays will be our Traditional Sunday Roasts with a Festive Twist.

Do you Cater for Special Dietary Requirements?

Yes, absolutely as long as you give us advance notice

Do we need to book a table?

Yes please, and the sooner the better! It is always good to know how many guests to expect through our doors for staffing and stock levels. This will also avoid any disappointment on arrival if there are no available tables.

How Do We Book A Table?

On our website www.thebrownjugcheltenham.co.uk or call us on 01242 521736

When making your booking online please add in the comments 'Christmas Menu'

Do we have to pay a deposit to secure our booking?

No deposits or Pre-Orders on tables of up to 6 people.

What are your current COVID guidelines? (Visit our Website for Up to Date Details)

- Masks Must Be Worn on entering the pub and when not seated at your table
- To Assist with Track & Trace we will take your contact details and keep for up to 21 days (GDPR compliant)
- Do not enter if you are showing symptoms of COVID-19
- Be a clean machine & help limit the spread and hand sanitiser before entering and regularly during your visit.
- We operate table service only
- Table bookings of more than six are not allowed and groups cannot mix
- Children and adults need to remain seated inside and outside except for visits to the toilets
- We have a one-way system in place
- Social distancing of 2 metres must be maintained
- For everyone's enjoyment we ask that you help us by following the guidelines
- For the protection of customers and staff alike, we may ask you to leave the premises if guidelines are not adhered to and no refunds will be given
- Please do not arrive earlier than your booking time, this is so we can stagger arrivals.

You have not managed to answer a question I had, what do I do?

Please email us on info@thebrownjugcheltenham.co.uk and we will be happy to help!