



Our restaurant service

Welcome to our restaurant. We believe the restaurant is the heart of the scheme. Our hospitality team look forward to meeting you and introducing you to the facilities. We have produced this factsheet to give you some brief information about our restaurant. It is open 7 days a week. Please ask a member of the hospitality team for the opening hours for your restaurant.

Lunch and tea time meals– pre ordering of meals

Lunch is provided 7 days a week and you can choose to dine in our restaurant or request a take away delivery. We also offer a plated tea service that can be collected from the restaurant.

In order to minimise food waste and to reduce the opportunity of you being unable to purchase your selected meal we operate a weekly food pre ordering system. Our hospitality team will talk you through the menus and how to pre-book.

Where cost effective to do so, ingredients are sourced from local butchers and suppliers, and the majority of our meals are home cooked. We encourage residents to make menu suggestions and to provide feedback about our restaurant service in the restaurant comment book. However, please tell a member of our team if there is an immediate problem with any meal you are trying to eat.

It is important that you tell us about any food allergens you have. We will ask you to complete a declaration confirming whether you have any allergens or not. If you tell us about allergens, we have a legal responsibility to ensure that we do not serve you any food that contains this allergen.

Payment methods

As part of accepting a property within the scheme you are agreeing to pay for the services available to you. In order to sustain the restaurant we include a restaurant overhead charge in your weekly service charge. This is payable whether you use the restaurant or not. This pays for the cost of staffing and supervision. You then pay for each meal you purchase. This covers the cost of buying the ingredients and allows for a small profit to offset against the restaurant overhead charge.

Meals should be purchased each day, using a debit or credit card. We can provide you with a copy of the receipt for your records.

Use of the restaurant by your family and friends

Your family and friends are welcome to join you in our restaurant. We ask visitors to book at least 24 hours in advance and pre order where possible. If your visitors are unable to pre order we are still happy to cater for them, but the choice of meals may be limited. Visitors are requested to pay a visitor's charge of £3.50 in addition to the resident food charge.

Special occasions/functions

We cater for special occasions such as birthdays and other functions and are able to provide a variety of home cooked buffets. A buffet list (including prices) is available on request and buffet dates and times should be agreed with the hospitality team. We may be unable to provide a quotation if we do not have sufficient resources available.

We also try and arrange theme events and themed menus for enjoyment of all residents. We encourage residents to help suggest and organise events.