

Dear friends,

Flamant is open! We have missed our friends and want to bring you something unique and safe so your dining experience at Flamant is something to remember. We also wanted to share with you an update of **how we are dealing with the reopening, how the reservation process works** and **how your experience will look like**, once you feel ready to join us.

How will the process work:

- Reservations can be made online using Tock.
- When making your reservation, you will find two different options:

1) Indoor dining

***The Indoor reservation** will guarantee you a table inside the restaurant, featuring our 4 course Tasting menu.*

*For this experience, **there will be a \$20/person ticket requirement**, the ticket secures your reservation and will be fully applied to your final bill. **There will be a time limit of 2 hours and 30 minutes for tables of four - six, and 2 hours and 15 minutes for tables of two.** There will be only two tables available for up to 6 guests.*

2) Outdoor dining

***The Outdoor reservation** will secure you a table at our *Patio*. This type of reservations will require a \$25/person ticket. And is reimbursable depending on weather conditions. We can't provide any alternative seating as we will not tent our front yard.*

- **If you are trying to make a reservation but there is no availability, please add yourself to the waiting list.** We will reach out to you if there is a cancellation.
- Reservations may be cancelled 24 hours in advance. After that, the ticket is not refundable.

How will the experience look like:

- You will check in with our host stand at the restaurant door. If there are guests in front of you, we kindly ask you to wait outside, 6 feet apart from the other group, until the other party is seated. You will find a sanitizing station for you and your guests Right after checking in, you will be accompanied to your table.
- Every table will be 6ft apart from each other, so you will have enough space to feel comfortable with your party.
- Our menus will be single use only, and we will leave one menu per table once orders are taken for additional beverages orders. All menus will be discarded after each use We will not be taking tips **(although you can always add them if you wish so)**. Instead, we will be adding a 22% service fee to

every check. This fee, which replaces tipping, allows us to **pay competitive, above the market wages to all our employees.**

What else are we doing to make sure Flamant is a safe environment:

- Every employee is temperature checked when they clock in every day. Temperature is logged in a card. Every employee must sign this card daily.
- Every employee must wash their hands and change gloves every 30 minutes. Every time they do so, they must log this on a card and sign it.
- Tables, as well as everything that touches a table, are sanitized after each seating.
- We will have gloves available next to every restroom door, in case you'd like to use them to open doors, etc. Every door handle is also periodically sanitized by our staff, during, before and after service.
- All of us will be using face shields and masks all the time. **Please rest assured that behind the mask, there is a big smile on our faces.**

What we expect from you:

- Don't come if you don't feel well. But please, let us know in advance.
- Please arrive on time. Not late, nor early. We want to make sure we don't create unnecessary crowds of people waiting outside the restaurant.
- Bring a Mask! you will need one to walk into the restaurant and when you walk to the restrooms. If you don't have one, we will provide you with one, at a minimal cost.
- Don't overstay. Tables will have a time limit as explained above. There will be another party coming after you, and we don't want to make them wait.

We will continue offering to go orders and home delivery. Orders can still be placed through gotab.com. At 50% capacity, **our Take Out business, as well as our STORE, will be key for us to continue to progress.**

We Thank you for your continued support

Chef Frederik De Pue