



Our hearts and thoughts go out to you and the world as this ever changing COVID-19 Pandemic unfolds. Food brings people together through collaboration and memorable occasions. In times like these it's even more important to work together as a cohesive team to ensure a safe environment for all

Being a leader in what we do we wanted to pave the way our industry reacts and be at the forefront

Our Food Control Plan ensures best practise when working with and serving food. However while we are amidst this COVID-19 pandemic we are implementing additional processes and procedures so wanted to share these with you

Along with the ministry of health [guidelines](#) we are implementing the following:

**What our delivery teams will be doing:**

- Each vehicle has been fitted with Sanitise Kits
  - Each vehicle will be sanitised following use
- Gloves (& masks if applicable) to be worn at all times when visiting your establishment

**Catering - Private/Corporate delivery only**

- We are able to provide clients individual single serve lunch boxes or individual wrapped items when catering is ordered from our day catering menu (please talk to us further about these option)
- Suggest the use of tongs. We will currently provide reusable tongs were appropriate and will transition to disposable tongs once our delivery arrives
- Option to have your food delivered to your doorstep. i.e. no physical contact with you or your premise. (this will be at your discretion so if your preferred option please advise)
- All online orders can be postponed and moved to another date with 48hrs notice at no additional cost
- Anyone self isolated please advise as we will provide you everything in disposable containers and boxes.

**Serviced Functions- Private/Corporate serviced including weddings**

- We will be guided by all ministry of health guidelines on gathering sizes and abide by these rules
- Disposable gloves (& masks if applicable) used at all times during events
- Buffet: Option to have your buffet food served to your guests ensuring one point of contact with the tongs (additional fees may apply)
- Sneeze barriers/Food covers: have been designed and a prototype will be available to view this week
- Serviced finger food events: We will serve directly to your guests onto napkins using tongs
- Cancellation/Postponement Policy: Any functions postponed or cancelled within 36hrs of the event happening will be invoiced fully
- Disclosure: All events including weddings will be required to acknowledge and confirm that all guests attending have not travelled from off shore within 14days

Thank you for your ongoing support of Country Lane Group, including Catering Collective, the Social Platter Co. Suburban Eatery and Country Lane Gardens.

NB. More information, our Eatery guidelines and pictures of any new procedures implemented can be viewed at our group website [www.countrylanegroup.co.nz](http://www.countrylanegroup.co.nz)