



BEFORE YOU COME

We are pleased to be partially open again and welcome you back!!!!

Per provincial guidelines all our locations vary in which colour code they are. Below is a brief description of the policies we have in place for reservations and reminders for you, based on the colour code directions.

GRAY ZONE

As per current government restrictions, if we are in the colour zone, we will only be open for takeout and delivery at applicable locations:

Locations offering delivery are as follows:

Newmarket – Skip the Dishes, UberEats, Door Dash and Ritual

Peterborough - Skip the Dishes, UberEats, DoorDash

Cobourg – Northumberland Delivers

Newcastle – UberEats

Port Perry – Subject to availability - call location if interested

RED ZONE

As per current government restrictions, we are allowed **10 customers maximum at one time**. In order to ensure we are adhering to the rules and to be fair to all our wonderful and loyal customers, there will be a **90-minute seating limit**. There will be no exceptions to this rule if there are people waiting to be seated or on our waiting list. **Customers are spaced a minimum of six feet (2 m) apart or in a partitioned off area.**

We will not be taking reservations at this time, but you are welcome to go on our wait list. To be on the list:

1 – Call the location you would like to dine at, up to one hour before your anticipated arrival.

2 – Your name will be placed on a waiting list. We will call you approx. 10 minutes before we expect seating to be available, and advise you if we are able to accommodate your request. Upon receiving confirmation from us, we will hold your table for up to 20 minutes. If you are unable to make it there in time, we are not able to guarantee you a table. After a reasonable amount of time has passed, we will go to the next person in the waitlist, or offer the seat to anyone that walks in for a beverage or food.

3 – Walk ins are welcome, however if we are at capacity, we can put you on the waitlist as well. The waitlist is first come, first serve, but we will advise you of an approx. wait time. You are welcome to wait in your car, or to give us your number and we will call you when seating comes available.

The maximum number of people per table is 4. Tables are at least 6 ft. (2 m) apart or partitioned off to ensure your safety.

You will be asked if you have any symptoms of Covid and you must wear a mask at all times, unless you are seated at your table. . Guest contact information is required for contact tracing. No alcohol after 9 pm - closed at 10 pm.

Children - Please be advised, while we do have Kids Menus available, we will not be providing crayons at this time. You are welcome to bring your own. This is to ensure your child and family members safety.

ORANGE ZONE

As per current government restrictions, we are allowed **50 customers maximum at one time**. In order to ensure we are adhering to the rules and to be fair to all our wonderful and loyal customers, there will be a **2-hour seating limit**. There will be no exceptions to this rule if there are people waiting to be seated. **Customers are spaced a minimum of six feet (2 m) apart or in a partitioned off area.**

We will be taking reservations.

The maximum number of people per table is 4. Tables are at least 6 ft. (2 m) apart or partitioned off to ensure your safety.

You will be asked if you have any symptoms of Covid and you must wear a mask at all times, unless you are seated at your table. Guest contact information is required for contact tracing. No alcohol after 9 pm - closed at 10 pm.

Children - Please be advised, while we do have Kids Menus available, we will not be providing crayons at this time. You are welcome to bring your own. This is to ensure your child and family members safety.

YELLOW ZONE

As per current government restrictions, we are allowed **to seat you as long as customers are spaced a minimum of six feet (2 m) apart or in a partitioned off area**. In order to ensure we are adhering to the rules and to be fair to all our wonderful and loyal customers, there will be a **2-hour seating limit**. There will be no exceptions to this rule if there are people waiting to be seated.

We will be taking reservations.

The maximum number of people per table is 6. Tables are at least 6 ft. (2 m) apart or partitioned off to ensure your safety.

You will be asked if you have any symptoms of Covid and you must wear a mask at all times, unless you are seated at your table. Guest contact information is required for contact tracing. No alcohol after 11 pm - closed at 12 am.

Children - Please be advised, while we do have Kids Menus available, we will not be providing crayons at this time. You are welcome to bring your own. This is to ensure your child and family members safety.

GREEN

As per current government restrictions, we are allowed **to seat you as long as customers are spaced a minimum of six feet (2 m) apart or in a partitioned off area**. There will be no timed seating limit.

We will be taking reservations.

Tables are at least 6 ft. (2 m) apart or partitioned off to ensure your safety.

You will be asked if you have any symptoms of Covid and you must wear a mask at all times, unless you are seated at your table.

If you have any further questions about our Covid policies, you can contact your location at:

Newcastle – 905-446-5646 or castlejohns1newcastle@gmail.com

Cobourg – 905-377-0001 or castlejohns2cobourg@gmail.com

Peterborough – 705-740-2111 or castlejohns3peterborough@gmail.com

Port Perry – 905-982-0700 or castlejohns4portperry@gmail.com

Newmarket – 905-235-6646 or castlejohns5newmarket@gmail.com

For all other inquiries you can contact:

castlesheadoffice@gmail.com

castlejohnsregionalmanager@gmail.com

castlejohnssuggestions@gmail.com

You can view our full policy on Covid 19 at:

<https://d6a8539a-f3a2-45ac-b731->

[ec9f97c2b02f.filesusr.com/ugd/86abc2_4649fc7c97744279831eb7ac4e1e8129.p
df](https://d6a8539a-f3a2-45ac-b731-ec9f97c2b02f.filesusr.com/ugd/86abc2_4649fc7c97744279831eb7ac4e1e8129.pdf)