

# The Victoria Inn, Threemilestone - Operation Hours Policy

## Breakfast Operational Hours:

**Public From Mon – Sat 7:30am – 11am**

*(If someone requests breakfast outside of these times please check with the kitchen.)*

**Guest Breakfast From 7:30am – 10am**

**Sunday Room Guests: 8am – 10am Sunday Public: 8am – 11am**

## Bar Closing Time

- Monday to Thursday: 11:00PM
- Friday & Saturday: 00:00 AM
- Sunday: 11:00 PM

*Manager discretions: Should there be a “handful” of guests, then you should CHECK with them if they “are likely to require anything further” if no then at your discretion you can **politely** inform the handful of guests of your intentional closing time.*

***You must provide the guest a minimum of 30minutes closing notice.***

## Alcohol Serving Hours:

- Monday to Thursday: 10AM - 11:00 PM
- Friday & Saturday: 10 AM – 00:00 AM
- Sunday: 10AM - 11:00 PM

## Time at the Bar:

- Last orders at the bar will be called 20 minutes prior to your bar closing time.

## Premises closing times to public:

- 20minutes following your bar closing.

## Rear Garden Hours:

- Monday to Sunday: 9 PM – this is due to planning restrictions imposed on the pub.
- Provide guests with notice at 8:45 PM – explain this is due to planning restrictions imposed on the pub.
- Please remind customers to respect our neighbours and keep noise to a minimum, especially in the evening.
- Music to garden to be off by 9pm

## Carvery Operational Hours:

- Mon – Sat 12pm – 2pm / 5pm – 8pm
- Sunday – 11:30am – 8pm

*Carvery chef is to check with the FOH managers to assess there is no-one waiting to order or covers still to come **PRIOR** to bringing in the carvery.*

## Food Hours

- Daily 7:30am – 9pm

## Live Music:

Bands to aim to finish sets by 11pm – encore allowed but all live music to stop before 11:30pm

## Reminders for Team Members:

- Ensure all areas are clean and tidy before opening and closing.
- Check IDs for age verification when serving alcohol.
- Be attentive to customer needs and provide excellent service.
- Report any issues or concerns to the manager on duty.

Thank you for your cooperation and dedication to maintaining a welcoming and enjoyable environment for our customers.