



The Caves Restaurant – 2026 Process Guidelines

The Caves Restaurant is pleased to share with you a process document outlining our needs to ensure a smooth and enjoyable experience for all guests.

SIT DOWN MEAL GROUPS:

- Prior to arrival please text Natasha at 506-660-1014 to place orders. (you may call but texting is preferred with optimal cell service being the airport arterial or Split Rock)
- Please text your food order (or call in your food order) in the following format:
    - Guide Name
    - Arrival (scheduled and expected)
    - Total Guest Count
    - # of Chowder
    - # of Soup
    - # of Chicken Fingers
    - Additional important details- allergies, large family group or physical limitations
- **Menu items**: a cup of our World-Famous Seafood Chowder, a cup of Soup (V, Veg, GF), or Chicken Fingers and Fries. (*Garden Salad is no longer available*.)
- Chicken is cooked to order and takes 10-15 minutes, please set expectations and advise guests that the restaurant cannot accommodate changes to order once placed.
- Guests who wish to order additional food items from the regular menu beyond the included meal, may do so but they must do so from the front counter after their included meal is completed to ensure the dining area can be flipped quickly for the next group.
- The guide and driver will receive the same complimentary meal options provided to the group.

UPON ARRIVAL:

- There will be a parking attendant directing buses.
- Every effort will be made to inform you what entrance you will be disembarking your guests at, either large dining room or wheelchair ramp door.
- Please have guests remain seated on the bus until a Caves employee comes to escort you to your dining area.
- When guests enter the dining rooms they will be instructed by staff to fill tables from the back of the room forward and to fill all seats in order to expedite service.
- Alternate meal tickets are given to guests to place in front of them when seated.
- We try our best to accommodate passengers traveling together however large groups may be seated at separate tables.
- If there are families with small children, guests in wheelchairs or with severe mobility problems we make every effort to seat them at accessible tables.

- Please encourage guests to find their seats before seeking restrooms.
- **A book will be out for guides to sign in and record the # of passengers on their tour.**
- We kindly ask guides to stay with their group throughout the meal. Occasionally, we may need your support in gently moving guests along so they can continue their visit, which helps us prepare for the next group in a timely manner.

DURING MEAL:

- Beverage cart will come around with choice of soda or water. Alcohol is available for purchase at a charge to the guest (local beer, wine, cider and seltzer.
- Meals are served with baskets of Tea Biscuits.
- Cookies are distributed by staff as guests are finishing meal.
- When time allows, Natasha enjoys giving a short talk about the restaurant's history and some fun chowder facts. Because this isn't always possible, we ask that guides treat it as a nice surprise rather than something guests should expect.

STAND UP GROUPS:

- A sign in book will be out for **guides to sign in and record the number of passengers** on their tour. This is for stand-up groups as well.
- Guides and drivers receive 50% off one menu item when accompanying stand up tours.

GENERAL INFORMATION:

Service Flow

- During busy periods, we operate two cash registers to help the line move efficiently.
- Chowder is always our fastest menu option.
- We will work closely with guides to ensure guests receive the best dining option for their schedule.

Ordering Guidance

- If guests are ordering from the regular menu, we encourage them to enjoy their meal on our patios rather than ordering it To Go.
- To Go meals, take longer to prepare, and most guests end up sitting in the dining room regardless.
- If guests are ordering close to their departure time, To Go is the most suitable option.

Restrooms

- One man's and one women's washroom are located at the end of the deck.
- Two portable restrooms will be available during September and October.
- The restroom behind the counter is for staff only due to public health regulations.

Cruise ship season is truly a special time for us at The Caves. We look forward to seeing our guide and driver friends again and enjoy meeting our guests from across the globe! We appreciate being able to partner with Aquila tours to provide a world class experience to cruise ship passengers visiting the port of Saint John.