

Eden Café

What has it really been like owning a hospitality business during the COVID-19 pandemic?

What have we been up to since we closed in December?



FACTS & FIGURES

- Since March 2020, 16 staff on furlough scheme (ineligible staff paid stipend or furlough equivalent)
- 126 deliveries made over the summer
- 97 coffee, tea and hot chocolates served to local NHS and COVID Testing centre staff over 2 days in February 2021 with the assistance of two of our lovely staff, Tasha and Rufus. Thank you to Witney Hospital for our cute masked teddy bears.
- 232 days closed in 2020, 49 days 2021 ☹
- 1233 customers participated in the Government's "Eat Out To Help Out" scheme in August 2020
- £3,300(ish) – monthly operating costs (not including ingredients, retail products, coffee beans etc or wages)
- After challenging our business rates valuation (higher than similar local businesses), 2 years and 7 months later, decision received. This should equate to a £1300 saving per year. Depending on the outcome of the current review being carried out by the government, our monthly rates could still be close to £800/month. Business rates are set by a central government agency, not the local council as you may think.

It's not easy running any sort of business during a pandemic, but I can say from my own experience, the last year has been one of the most stressful of my life. There have been many stressful personal situations too, and not just for me; 2 staff ended up in hospital for different non-COVID reasons (both are fine now). I have personally felt a huge sense of responsibility to all my staff to protect their jobs and to keep going for our customers who rely on us for more than just a coffee. Cafés are a mental health staple for so many people and deciding to close our doors during various lockdowns has not been an easy decision to make. We felt it was the right thing to do though to protect both our staff and our customers. And to be honest, we couldn't afford to stay open and not make enough money to cover our costs.

What have we been up to?

But, things are looking more positive. With business rates sorted, hopefully the end to this lockdown in sight (although, if I have learned anything the last 12 months, it is to not plan ANYTHING without a plan b, c, d etc.), we're heading into Spring...

We will be posting an update early next week after the PM's next briefing which will give more details about how we are reopening. We are currently penciling in the 4th of March to open for takeaway.

The Eden Café team have been keeping in touch with a Whatsapp group and sharing what we've been up to, our good news, bad news, frustrations and some laughs.

Here're a few pics, from arts and crafts by our talented staff to snowmen and nature pics from the many, many, many, many walks we've all been on.

We're all really looking forward to seeing each other and all our lovely customers again very soon. In the meantime, stay safe, and take care of each other.

