

## Covid 19 safety measures

The following policy lays out the temporary changes made to our business during the ongoing coronavirus pandemic in order to maximise safety for all of our guests and staff, whilst offering the same quality of food, service and experience we pride ourselves on.

### Changes to Service Times and Tables

- We have removed several tables in order to meet social distancing guidelines. All tables are now spaced at least 1 metre apart.
- We have adopted separate entrance and exit doors where possible and will direct you along our one-way systems marked by floor vinyl's and new signage.
- Perspex screens have been installed in our bar areas and entrance podiums.
- The maximum table size we now offer is a table of 6. We request all bookings be kept to one households/ support bubble
- On arrival to the restaurant please remember to 'check in' using the QR code on posters displayed and NHS Track & Trace App.
- Last bookings at 8.30pm though please allow plenty of time to enjoy your meal with us before the 10pm curfew.
- To help this run smoothly we ask all guests to arrive at the time of their reservation, avoiding being early or late where possible. We also ask all guests to be aware of the time slot on the table, as tables may be required after you dine for other reservations.
- Credit/debit card details are required to guarantee all reservations during our busy times though please note you will not be charged when making your booking. For no shows or cancellations within 24 hours of the reservation, a fee of £10 per guest will be applied. Any COVID-related reductions in numbers or cancellations will not be charged as long as we are notified before your time of arrival.

### Increased Cleaning and Hygiene Procedures

- We kindly ask that if guests are feeling unwell or show signs/ symptoms for Covid-19 that they do not attend your booking.
- All staff have completed robust covid safety training modules on FLOW our online training platform.
- All staff and customers will have their temperature taken on arrival. If they have a temperature of 38C or above they will be refused entry.
- Guests will be asked to use our hand sanitiser on arrival and there will be hand sanitiser station throughout the building
- All front of house staff will be wearing face shields or face masks.  
Guests are kindly reminded to wear a face covering whilst moving around the restaurant.
- All staff will wash their hands upon entry to the building and regularly throughout the shift, as well as using sanitiser frequently between each interaction with a table.
- We will attempt to clear as many items from your table in one visit as possible and may ask you to pass plates or glasses to help us comply with distancing guidelines.
- Customer will view our menus via a QR code on their mobile phones and We will have menus that can be sanitised or single use menus for those without phones.
- Dedicated members of staff will be on hand to frequently sanitise all key touch points including tables, work surfaces, door knobs, key codes, computer screens, phones, handrails and toilets.
- Only one person at a time will be allowed to use washroom/toilet areas.
- Dining tables will be sanitised between uses and unlaid. Any condiments are prepared to order and salt & pepper grinders will be sanitised after each use
- We will be using high quality disposable napkins instead of linen

- We will be unable to accept cash and cheque payments in preference to credit/debit cards.