

# **COVID 19 CUSTOMER INFORMATION**

## **KEEPING OUR STAFF AND CUSTOMERS SAFE DURING COVID 19**

### **Face masks must be worn except when seated**

#### **We have introduced the following measures:**

- A member of staff controlling entry, particularly at busy times
- Operating at reduced capacity and staggering bookings to avoid congestion
- Table layout carefully planned to allow for social distancing
- Waiting staff wearing face coverings
- Hand sanitising stations
- Tables will not be pre-set. You will be given a menu on arrival.
- Disposable condiments will be used where possible
- Tables and chairs will be thoroughly sanitised between customers
- Background noise will be kept to a minimum to reduce the need to talk loudly
- Please keep your belongings with you. During this time, we will not be storing customer jackets/coats/umbrellas. All coats/jackets can be hung on your chair.
- Due to operating at reduced capacity & to avoid congestion at our entrance, we recommend that you pre-book. We will accommodate walk ins where possible however, the safety of our customer and staff is our priority
- Please vacate your table at the time given to you on booking to allow our staff to sanitise tables and chairs
- If you have not pre-booked, you will be asked for your contact details in line with NHS Test & Protect. We will hold your name and contact details for 21 days and pass this information on to NHS if required.
- During your time in the restaurant, we respectfully ask that you regularly sanitise your hands and follow the 1metre social distancing rule
- If you or any member of your household have symptoms of Covid 19, please do not attend your booking but inform us as early as you can to cancel/postpone
- Where possible, please use card/contactless payment
- We kindly ask that when making your bill payment, you stay seated and not congregate at our reception area

**PLEASE DO NOT HESITATE TO SPEAK TO A MEMBER OF OUR TEAM SHOULD YOU HAVE ANY QUESTIONS**