

## GUEST INFORMATION

We have been working to make necessary changes to the establishment. We kindly ask for your co-operation and understanding whilst we navigate a totally unprecedented situation.

Government guidelines are subject to change and we will be monitoring this closely.

Our mission is to find the right balance between safety & normality – with safety at the forefront.

### Hygiene

- Sanitisers will be located at the entrance, restrooms & before entering the restrooms. Hands must be sanitized on entry and we encourage sanitising hands during your visit.
- Tables will be deep cleaned after each sitting, with turn times extended by 15 minutes. There will now be 30 minutes in-between each table to allow for disinfection and to avoid congestion of guests entering/leaving the establishment.
- Tables will only be set once guests have been seated
- Condiments will only be taken to the table if required and wiped down thoroughly after each use.
- Our menus are disposable rather than via apps, We still feel strongly that your experience should be a balanced - 'normal' yet safe one where possible without the interference of mobile phones. Once you have finished with it, it will be disposed of safely.
- stringent cleaning procedures are in place and staff will carry their own portable sanitisers in their apron and sanitise their hands after serving each table
- Kitchen staff will each have their own sanitizer on their work station with frequent disinfection in place.
- We have removed wooden serving board for mains courses & replaced them with crockery.
- Lavatories, marble surfaces, doors will be disinfected regularly

### Social Distancing

- In order to avoid congestion within the restaurant, we are operating a new entry system and we kindly ask for your co-operation whilst we adapt.
- Customers will be asked to wait at the entrance where two people at a time will be allowed in and we will seat them immediately. In groups of 4 or more, we will allow two guests from the party in at a time to be seated and so forth.
- In order to avoid congestion at the front, we have temporarily suspended our bar service for dine in guests.
- Payments and orders must be made with the waiting staff. We have removed all payment points from the front, and have localized them at the back of the premises next to the staff work station.
- We ask customers to help us by being cautious about walking around the restaurant, especially when other diners may already be walking around, giving way or waiting for others to be seated before walking around the restaurant.

- The corridor to the lavatories will remain open. This is to help manage congestion and social distancing. We ask customers not to queue, and to wait at their table if the WC is occupied
- We have implemented staggered booking times which will help minimize congestion & queues at the entrance. Should there be a queue due to early or late arrivals, we ask customers to be aware of socially distancing and allow customers to exit the restaurant first.
- We have reduced our capacity and removed tables and chairs to allow for social distancing. Due to this, we ask customers not to move furniture. It may also mean that we cannot change your table.
- By the end of July, we will be in possession of protective screens which may change the layout of the restaurant again.
- We kindly ask customers not to move furniture as they have been positioned to adhere to government restrictions & guidelines.

### PPE

- Wearing face coverings is currently optional & we are happy for customers to wear coverings should they feel the need to do so.
- Our kitchen staff & waiting staff have chosen to wear PPE for now. Please be considerate to this choice – we believe it's an extra precautionary measure not just for ourselves, but for our customers.

### PERSONAL INFORMATION

- Government guidelines state that we must gather the contact details of every guest. This includes:  
***Full name, phone number, e-mail address.***  
This is to assist the NHS & government in their efforts to track and trace. Details will be secure and discarded after 21 days.

### RESERVATIONS & BOOKINGS

- We will be working with a reservations only system. Unfortunately, we cannot allow customers to wait inside for the next available table
- We may not be able to accommodate your party due to restrictions or being unable to change seating plans due to safety restrictions. We ask for your co-operation
- We ask customers to adhere to times set and to call if they are running late.
- **Please do not visit if you are displaying signs of ill health or COVID-19 – please follow government guidelines.**
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### STAFF

- Our staff will have their temperatures checked prior to working. Any member showing symptoms of covid-19 will take time off.
- Our staff are flexible and understanding during these times. If at any point, you would like them to provide a different service that fits your concerns, they will endeavor to assist you. You may find that they ask you about this when they take your order.