

No.4 Dine & Wine

Customer guidelines for staying COVID-19 Secure

Updated 23rd September 2020

Following the guidelines given by the government (including new rules and restrictions):

1. A temporary record of customers visiting the restaurant will be kept for 21 days inline with NHS Test and Trace. We will assist with requests for data if needed.
2. Bookings can only be made for a maximum of **ONE household** (including support bubbles).
3. Customers should stay at home should they feel unwell with COVID-19 symptoms. See current guidance for people who have symptoms and those who live with others who have symptoms.
4. Customers are required to **wear a face covering** on entering the restaurant and at anytime they are not seated at their table eating or drinking.
5. The restaurant will **close at 10pm** each evening (customers are required to leave the premises by this time).
6. We have arranged tables to leave as much space as possible for customers to socially distance from other customers.
7. We obviously have areas where this is more difficult to maintain, we request that customers take time to assess pinch points for example other people using the stairs, toilets, entrance to the restaurant etc and allow space for others to pass safely.
8. Bookings will be managed to ensure lack of congestion on arrival.
9. Customers will be asked to **sanitise their hands on arrival**.
10. Sanitiser will be available at various points and its use encouraged.
11. We kindly request that guests **stay seated at their table** as much as possible, please don't stand at the bar, at the reception area etc. We will serve everything to your table and take payment at your table.
12. We are happy to provide extra assistance to any customers needing information regarding any special needs eg hearing or visually impaired
13. Customers are reminded that any children accompanying them are always their responsibility for supervising them and should follow social distancing guidelines.
14. We will no longer offer to take your coat, all possessions should be kept with you.
15. Our normal menus won't be used, single use paper menus will be issued.
16. All front of house staff will be wearing visors.
17. Tables, chairs and cruets will be sanitised after every use.
18. Toilets will be thoroughly cleaned every day (as they always are) but extra cleaning will be done during each service.
19. Places which are touched on a regular basis eg handrails, door handles etc will be cleaned as often as possible.
20. Our staff have all been issued with guidelines to follow, we have discussed this with them and put appropriate measures in place for everyone's safety.
21. Your safety is our priority but we are happy to answer questions regarding any concerns you may have.