

COVID-19 Customer guidelines

Updated May 2021 (will apply until at least June 21st)

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

1. **All** guests are required to check in with the NHS COVID-19 app or by providing name and contact details (Not just one guest per booking). Our legally required NHS QR code poster is displayed for you to use. Anyone who does not comply must be refused entry. 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 6 guests or 2 households (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. Bookings will be managed to ensure lack of congestion on arrival.
6. Customers will be asked to **sanitise their hands on arrival**.
7. Sanitiser will be available at various points and its use encouraged.
8. 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.
9. We are happy to provide extra assistance to any customers needing information regarding any special needs eg hearing or visually impaired
10. Customers are reminded that any children accompanying them are always their responsibility for supervising them and should follow social distancing guidelines.
11. Our normal menus won't be used, single use paper menus will be issued.
12. All front of house staff will be wearing visors.
13. Tables, cruets etc will be sanitised after every use.
14. Toilets will be thoroughly cleaned every day (as they always are) but extra cleaning will be done as often as possible.
15. Places which are touched on a regular basis eg handrails, door handles etc will be cleaned as often as possible.
16. 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.
17. Our staff have been asked to do a rapid coronavirus test twice weekly.
18. Paul and Nina have both been vaccinated.
19. Your safety is our priority but we are happy to answer questions regarding any concerns you may have.