

No.4 Dine & Wine

COVID-19 Customer guidelines

Updated 19th July 2021

Following the lifting of restrictions, we still want to ensure the safety of our customers and staff members. We will review these on a regular basis, but the following will be kept in place for the time being.

1. Guests may check in with the NHS COVID-19 app or by providing name and contact details. Our NHS QR code poster will continue to be displayed for you to use if you wish. 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. 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.
3. Customers are encouraged to wear a face covering on entering the restaurant and at anytime they are not seated at their table eating or drinking.
4. Bookings will be managed to ensure lack of congestion on arrival.
5. Customers are encouraged to sanitise their hands on arrival.
6. Sanitiser will continue to be available at various points around the restaurant.
7. Tables will continue to be sensibly spaced.
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.
11. All front of house staff will continue to wear visors.
12. Tables, cruets etc will be sanitised after every use.
13. Toilets will be thoroughly cleaned every day (as they always are) but extra cleaning will be done as often as possible.
14. Places which are touched on a regular basis eg handrails, door handles etc will be cleaned as often as possible.
15. 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.
16. Our staff have been asked to do a rapid coronavirus test twice weekly.
17. Paul and Nina have both been fully vaccinated. (Staff members are at different stages of vaccination with some also fully vaccinated).
18. Your safety is our priority but we are happy to answer questions regarding any concerns you may have.

We look forward to welcoming you and hope this reassures you of our commitment to protect everyone in a sensible and cautious way whilst we learn to adapt and live with the current situation.