

COVID-19 Policy

15-07-2021

Our updated specific operational policy details all the important areas we are now focusing on to ensure we reduce any risks involved with the spread of Covid-19.

Risk assessment and reporting

- Full Covid 19 risk assessments have been updated and reviewed carried out in line with the government guidelines. These are regularly reviewed and the results are shared with all staff members.
- If a customer reports that they have or appear to have covid 19 symptoms, we will advise they do not enter our venue and report to NHS as soon as possible.

Our staff health and hygiene

- All our team members' personal hygiene is a priority whilst at work and they are encouraged to wash their hands with anti-bacterial soap on a regular basis throughout their shift.
- Daily monitoring of our staff health (questionnaire and temperature checks) will continue to take place and they will need to report this before they start work. If they are unwell or someone in their household tests positive, we will arrange a rapid-flow test or a PCR test and the staff member will need to test negative before they begin work again. If they are positive, they will need to stay at home for 7 days and only come back to work when tested negative.

Managing social distancing

- Overcrowding will be monitored by our managers on duty and CO2 levels will also be monitor to prevent overcrowding. Particular attention will be paid to queuing and bar service areas.

Cleaning procedures

- We continue to increase our cleaning procedures throughout the premises and all areas are clean thoroughly on a daily basis.
- Extra attention when cleaning and disinfecting will be paid to high contact items like table condiments, door handles, hand rails, PDQ machines.
- All communal tables, bar tops and surfaces will be cleaned with anti-bacterial spray.

Personal protective equipment (PPE)

- All staff, including all front of house and back of house team members and kitchen team, will wear a facemask throughout their working shift unless they are exempt.
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Hand sanitiser

- We have kept these placed throughout the building and are clearly labelled for all customers.
- Each customer eating can also request a hand sanitiser pouch on ordering at the table.

Capacity inside and out

- We have significantly reduced the number of customers allowed in the building at anyone time
- We have reduced the number of tables throughout the premises in order to ensure there is adequate distance between customers how are seated.

Bar service, table service and online ordering

- Bar service will now be available again.
- We will continue to off full table service throughout the venue. Any areas that are not covered by this, customer will be able to order via a pay-at-table app to reduce contact with staff if they so wish.

Cashless payment

- We will continue to encourage all customers to pay by card only but Where this is not possible, customers are advised to leave cash on a tray when paying.

Ventilation and air conditioning

- Air circulation and ventilation will be closely monitored throughout opening hours and doors and windows will be kept open where possible.
- Air ventilation fans bring fresh air into the interior space and extraction fans will be always on at all times whilst we are open.
- Carbon dioxide levels will be monitored on a regular basis
- All air conditioning filters will be regularly cleaned and replaced where necessary.

All information contained in this document is subject to change as new Government Guidance continues to be released. This document will be updated at regular intervals.
