



## COVID-19; Staff & Customer Regulations

Dated 7<sup>th</sup> July 2020

### FOR OUR STAFF:

#### Hygiene:

1. Wash hands thoroughly at least every 30 minutes
2. Try not to touch your face
3. Hand sanitizers to be used after each contact with a customer
4. Face shields are mandatory for all staff
5. Scheduled sanitizing of all surfaces including toilets
6. Increased deep-cleaning across the board
7. No physical contact between team members or with customers, including high fives and fist bumps
8. Social distancing to be maintained at all times

#### Health:

1. If a team member is feeling unwell with any of the following:
    - a. A new continuous cough
    - b. A raised temperature
    - c. A loss of or change in your normal sense of taste or smell
    - d. they must stay at home and isolate
  2. If anyone in our team has symptoms they will take a test to see if they have Covid-19 by following the link on the NHS website
  3. We strongly discourage any member of our team from travelling abroad but if they do they will have to self-isolate for 14 days on return
  4. Deliveries will be left outside of our premises where possible and delivery persons will be required to wear a mask or face shield when entering the premises
  5. We have reduced the number of staff members on shift at one time in order to minimise risks
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### FOR OUR GUESTS:

1. We have reorganised our internal & external seating areas to ensure a 1m+ distance between guests
2. Hand sanitizers will be available and all guests will be required to use them
3. Guest access to toilet facilities will be managed by staff
4. We will only accept card payments
5. Physical menus will be printed on paper and will be single use
6. Any takeaways will be managed contactless, as far as possible
7. Table service only, there will be no service at the bar
8. To comply with current regulations, all outside seating will be table service only (including guests that are just coming to drink)
9. In the instance that a guest or team member tests positive for the virus we promise to react quickly, decisively and transparently