

CUSTOMER COVID 19 GUIDELINES

- Bookings will be essential at this time, please book on 01282 775888 (when booking please state if you cannot be seated upstairs as both dining areas may be in use when you visit) we now have a 10pm curfew & all customers must have left by 10pm & the door locked (updated 22/9/2020)
- All tables & chairs will be sanitised after use, and surfaces & facilities will be disinfected at regular
- On entry and exiting we will require all staff and customers to use hand sanitiser (which will be provided at the door & various points around the establishment) or wash their hands
- The restaurant will be table service ONLY (please do not walk around to find someone or come to the bar we will assist you as soon as we can at your table)
- All our team will be provided with required PPE to protect themselves & customers (face shields provided)
- All customers will be asked to wait to be seated by a member of staff (and remain socially distanced while doing so) we will be working as quickly & efficiently as possible (our lounge area will not be open at this time, we also ask that customers hang their coats/belongings on the back of chairs to reduce cross contamination and prevent a congregation in the corridor and please ask customers to arrive as close to their booked time as possible)
- All customers will be asked when booking/or on arrival for their details including name & telephone number (which will be logged for 21 days as required by the government) all data will be stored & then safely destroyed complying to GDPR regulations. We will also have a NHS QR code for customers to scan when they arrive at the restaurant (24/9/2020).
- All menus given out will be disposable & all orders will be taken at the table maintaining social distancing or using PPE required
- We ask all customers to remain seated where possible to ensure your safety and the safety of our team, or when moving around the restaurant please ensure you stay within the markings set out on the floor, we ask you to please be patient as we have limited space, if someone is walking your way please wait until they have passed until you move from your table. When entering & moving around the restaurant face coverings are required to be worn, you do not need to wear if seated (24/9/2020)
- If collecting a take away you are required to wear a face covering
- Staff may place the food at the end of the table for you to pass over and may also ask you to move plates to end of table when you are finished eating to ensure safety is met if they feel they cannot serve directly to you
- All customers are asked to use contactless payments when possible & to ask for the bill at the table and wait there until we can bring it over to you
- We ask that you MUST NOT visit our establishment if you feel unwell, have a temperature or are displaying any symptoms of COVID-19 or if you have been in contact with any person that has shown any symptoms of COVID-19 or has had COVID-19 in the past 14 days
- If you feel unwell whilst dining please inform us IMMEDIATELY, or if you begin to show symptoms once you have left the premises please contact us immediately via telephone or email ONLY
- If you have been told to self-isolate please do not visit our establishment
- During your time at our restaurant please use hand sanitiser/wash hands at regular intervals, and use hand sanitiser when leaving the premises
- All children must be supervised at all times & asked to remain seated where possible
- During busy periods we may politely limit customers to two hours at a table, if you think this may not suit your needs please inform us when booking
- When visiting the bathroom, please be as patient as you can as only one person per facility (where possible) at once, whilst waiting please adhere to 2metre social distancing & wear face coverings
- We cannot wait to see you all, just please bare with us as this is all new to us too 😊



UPDATE 14/10/2020- CUSTOMERS MAY ONLY VISIT OUR RESTAURANT IN GROUPS OF 6 OR LESS from the same household/support bubble (unless they are visiting as a household or support bubble which is larger than 6). Also when outside the premises customers may not stand in groups larger than 6.

Kind regards, Andy, Vicky & Cellar team