

# TARIFF & DALE

## Maintaining our Hospitality: Trading in this climate

Our key priority is to reduce as far as possible, the risk created by Coronavirus to our customers and staff.

### Key Points:

#### 1 – Let's Keep a Safe Distance

- We are following government guidelines and ensuring that all tables are at least 1 metre apart.
  - o Please do not move tables from where they are positioned
  - o Please do not move from one table to another whilst you are in the venue.
- For us to ensure the safety of all guests in the venue please adhere to the following rules.
  - o Please be aware of other people when moving around the venue. If necessary, give enough room to allow each other to pass safely.
  - o Please do not approach the bar. If you require service, grab the attention of a staff member who will come to your table to help.

#### 2 – Advanced Bookings Preferred

- We have laid out the venue to allow for maximum seating whilst still keeping a safe social distance.
- If you are in a group and are expecting more people to arrive please let us know on arrival so we can seat you at a suitable table.
- We will not allow table and chairs to be moved around the venue, unfortunately this means that if your group is more people than the capacity of the table you will not be able to sit together.
  - o Please understand this is in the interest of the safety of everyone within the venue.
  - o If you do wish to move to a larger table please let us know and we will do our best to accommodate you. The safety of everyone is paramount to us.

#### 3 – Contactless Payment Preferred

- Please be prepared to use contactless payment wherever possible. This is not only quicker and easier but also dramatically reduces the risk of spread.
  - o Apple pay/Android pay has no limit
  - o Contactless limit has been increased to £45
- If you do need to use your pin number rest assured that our machines will be wiped down after each use and staff will also be washing their hands in between each transaction.
- If you have no other option and need to pay cash please advise a staff member in advance.

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## 4 – QR Code Contactless Menu

- With the precautions that we are taking food service will have to change slightly to ensure the safety of all. These precautions will all be explained to you at your table when you arrive also.
- Food menus will be available via a QR code. If you haven't used one before please don't worry, staff will be on hand to show you how.
  - o We do also have hard copies of the menu if you would prefer or if you don't have access to a smart phone.
- There will be a designated drop off point for your dishes that we then ask you pass on to the person who it belongs to.
  - o We then ask that you move finished drinks/plates to the area so staff can collect them.
  - o If you require anything extra for your meal please ask and we will be happy to collect it for you.

## 5 – Hand Sanitising Stations Available

- Hand sanitizer is available at the front entrance from a foot-activated stand. Please use this when entering and exiting the venue.
- Please wash your hand with the supplied hand wash after using the bathroom facilities.
  - o Staff will be regularly checking the bathrooms to replenish the hand wash. If however it has run out please alert a member of staff who will be able to replace it.
- Staff will be regularly washing their hands throughout their shift.
  - o They will also be washing hands before and after any individual transaction with a customer.

## 6 – Enhanced Cleaning Measures

- We have increased our cleaning efforts to ensure the venue is as safe as possible for all people who enter.
  - o Our cleaning team will be carrying out a more thorough cleaning of the venue each night/morning
  - o Once a month a fogging cleanse will take place throughout the venue
- Regular venues checks will be carried out to include both staff only areas as well as shared customer areas (toilets)
- Tables will be fully cleaned down and sanitized in between each group of customers' visits.