

# TREDWELLS

## Health and Safety Guidelines

Our policies and procedures will be continuously updated in line with Government and industry guidance. The health and safety of our team, and our guests, is of paramount importance to us.

As of today's date, this is our protocol:

### Tables and Floor Plan

- All our tables are spaced 1m+ apart, in line with the latest guidance from the UK Government.
- All cutlery and crockery will be set on the table just before you arrive.
- All tables and seating will be sanitised between sittings.

### Staff

- All our staff have undergone additional training, over and above our standard health and hygiene protocol, to follow these procedures:
  - Temperature checks when arriving for their shift
  - Hand washing at a minimum of every 30 minutes
  - Sanitising of shared surfaces every 30 minutes
  - Adopting a 'one-way' flow of walking around the building where possible
  - Face masks will be worn by all front of house and kitchen staff
  - Notifying the management team immediately if they develop any COVID-related symptoms and remaining offsite
- Our kitchen continues to follow the exceptionally high standards of hygiene that we've always adhered to with our lengthy experience in the industry

### Guests

- We will ask you to please use the hand sanitiser available on every table upon entry, and whenever you feel necessary throughout the meal.
- We ask that you arrive at the time of your booking, rather than early, so we can ensure an even and spaced flow of guests arriving and leaving.
- As per government guidance, you will need to wear a mask while entering and exiting the restaurant, and when not at your table (i.e going to the bathroom).
- Your server will discuss your service requests upon arrival – this includes how you'd like your drinks to be served.
- We ask that when travelling to and from Tredwells, you follow the guidelines set out by the government.
- We welcome children, but would like to remind the accompanying adults that they are responsible for ensuring the social distancing guidelines are followed at all times.

### Reservations

- As per government guidance, we will also capture every guest's contact details. We will keep these on file for 21 days, so that individuals can be traced if required.

- We can hold your table for up to 15 minutes, in case you are running late. If this is the case, please call the restaurant as soon as you know so that we can hold your table or change your reservation time.
- Due to the challenging time we have just experienced for the business, we request your credit card details to guarantee your reservation. Should your plans change, please do let us know as soon as you can. You will not be charged if you cancel your reservation up to 24 hours in advance, however, in the case of a no show, you will be charged £25pp.
- If you have made a reservation with us but start to feel unwell, we will need you to cancel your reservation and re-arrange to join us another time. Please use our online facilities to do this, or we will happily assist within service hours.
- If we are notified of a positive diagnosis from one of our guests or a member of staff, we will be in contact with every booking to notify you of the next steps.
- We are spacing out our reservations to reduce the flow of guests coming in and leaving.
- We trust that you and your guests are adhering to the applicable guidelines in terms of dining guests. As at this point in time, that is only with people from a total of 2 households in order to maintain maximum safety for our team and our guests.

### **Menus**

- Initially, we will be operating a reduced offering to minimise any risks to safety and to follow our low-waste ethos. Our commitment to seasonal British produce remains and thus there will naturally be some last minute changes throughout each service, so please bear this in mind when looking at our online menus.
- There will be QR codes available on each table, which you can scan to view the menu and wine list. We will also have single-use paper menus available if you prefer. You are welcome to take these home with you, or we will recycle them.
- It is essential that we know of any dietary requirements in advance, so we can appropriately cater for them in line with our reduced offer. Please let us know when you make your reservation if there are any allergies we need to be aware of.

### **Linen**

To begin with, we will be offering disposable napkins, rather than our usual cotton ones. We will not be using tablecloths so our tables can be sanitised more effectively.

### **Cloakroom**

Unfortunately, we are unable to operate our cloakroom in a safe manner at this time so please be mindful of what you bring with you as you will need to keep it with you at your table.

### **Payment Options**

- We will be accepting both cash and card payments, but if you can, we ask you to use contactless payment methods.
- All our card machines will be sanitised after each use

### **Guest Bathrooms**

- Bathroom facilities are available on each of our floors. Markings on the floor will be provided to indicate a safe distance to queue.
- All bathrooms will be cleaned thoroughly every 30 minutes. Sanitising spray and single-use paper towels will also be available should you wish to use them.