

**Taylor's Covid 19 Mission Statement to our Customers**  
**3<sup>rd</sup> July 2020**

**How we will Train our Staff**

Pauline has gained a Certificate in the Principles of Infection Control and Safe Working Practices issued by Hospitality Industry Training and has therefore gained an in depth understanding of how to mitigate the spread of the coronavirus within our Premises.

All staff will have temperature checks at the start of each shift and will regularly wash their hands and follow strict hygiene and cleaning procedures. Staff will not be permitted to work if they are showing symptoms of Covid 19, if they live in a household or are in a support bubble with anyone showing symptoms, are subject to quarantine procedures or have been requested to self-isolate as part of the Government's Test and Trace Service. Delivery drivers will be required to wear face coverings and use hand sanitiser when entering our premises. A Risk Assessment is available on our website. The Mission Statement is available on our website, is advertised at our front entrance and entry requirements are communicated to diners upon booking.

**How we will look after our premises**

1. We will be enforcing strict sanitising regimes of all areas frequently touched, including hand rails, menus, condiments, doorways and handles.
2. Tables will be sanitised before use.
3. Our washroom will be thoroughly cleaned before each service.

**How we look after you whilst dining**

1. We will be ensuring that diners on separate tables will either have a minimum of 1 metre between them, will be dining back to back wherever possible and we will be using screens between tables wherever necessary.
2. In certain circumstances, tables will be laid after you sit down.
3. Condiments, vases and candle holders will be sanitised between sittings. However, we generally only have one sitting per service.
4. We will provide you with a sanitised laminated menu and separate wine list for your own personal use during service. These will remain with you.
5. All payments will be taken by credit card at the table. You may pay in cash as long as no change is required. The credit card machine will be sanitised between uses.
6. There will be hand sanitiser on each table for use during your meal.

**What we expect from our Customers**

1. Customers must not enter the premises if they are showing symptoms of Covid 19, if they live in a household or are in a support bubble with anyone showing symptoms, are subject to quarantine procedures or have been requested to self-isolate as part of the Governments Test and Trace Service.
2. Customers will need to have their temperature taken on arrival at the restaurant.
3. Customers will be expected to sanitise their hands on arrival from the dispenser at the foot of the stairs.
4. Customers will need to ensure that the stairs are free of other customers before ascending or descending so as to keep within the 1 metre social distancing rule.
5. It would be preferable if customers could hang their own coats and jackets to avoid staff having to handle them.
6. Customers must book their table in advance and arrive at the restaurant on time. This is so that we can pace bookings to avoid congestion at the entrance and on the stairs. We will require contact details from you which need to be kept for a minimum of 3 weeks.
7. Customers may be asked to pay a non-refundable £10 deposit per person at the time of booking. Due to social distancing rules, we will be operating under reduced capacity and therefore must limit the number of tables that cancel as best as we can. It will be difficult for us to reserve tables for more than 4 people so more advance warning will be required.
8. Our washroom is for one person only. Customers will be expected to practice good hand hygiene when using, to protect others. There can be no queuing for its use.
9. We must request that you respect other diners during your visit in particular with regard to social distancing guidelines. This includes maintaining a safe 1 metre social distance when moving around the restaurant. If a member of staff does have to remind you of our safe dining practices, please do not take offence, as this will be required by law.

Despite all of the above, we are determined that you will enjoy your dining experience with us in a safe manner!