

# Covid 19 statement

## COVID 19 – OPERATING PRACTICES

In line with the Guidance Given by the Government and Public Health England we have taken steps to provide a safe environment for both our guests and our team.

Set out below is a statement of these measures, this statement is not exhaustive of the measures we have taken and continue to take as we review our procedures and operating practices regularly to ensure they are as effective as possible.

## OPENING HOURS

Breakfast	Friday to Sunday,	8.30 – 11.00am
Lunch	Wednesday to Sunday	12.30 – 4.00pm
Dinner	Friday and Saturday	6pm to 9pm

Please adhere to your reservation time where possible and enter Brocco Kitchen via the Terrace

## BOOKING A TABLE

All bookings should be made via our booking system on our website

<https://www.brocco.co.uk/kitchen/book-a-table/>

We will use this system for any walk-in tables, as we do require the name and contact details of one person per party. This will be kept on record but not used for marketing purposes unless you are happy for us to do so.

To meet the current UK guidelines regarding safe distance, the maximum number households inside is two including support bubbles. Online you can book for 6 people if you need a bigger table please call us directly. For outside a table of 6 can be booked from up to six different households

Although we do have some outdoor coverings we cannot guarantee the weather so if you do request a table outside we cannot promise a table inside if the weather doesn't allow for outdoor eating and drinking

All tables carry a 2 hour time limit.

Tables and bookings have been spaced out to ensure all customers are able to maintain a minimum of 1m+ distance from other guests.

To comply with new guidelines we have adjusted not only the number of guests we can accommodate but also the positioning of our furniture. Please do not make any adjustments to where your table and chairs are positioned.

Card details for all lunch and dinner bookings are now being taken and there is a charge for no shows of £25 for lunch and £45 for dinner. We ask for as much notice as possible for a cancellation as it does give us chance to re sell a table.

It goes without saying please does not come to our restaurant with any Covid 19 recognised symptoms.

### **DURING YOUR VISIT**

The safety of all our guests and team is important to us, during your visit we please ask;

- Use the contact free hand sanitiser at the entrance on your way in and out of the restaurant
- Please keep your coat with you and place it on the back of your chair if you need to.
- Please keep any other personal belongings with you
- Take anything you bring with you including items such as tissues
- Please only leave your table to use the restrooms or when leaving the restaurant
- Please respect the social distancing guidelines of 2 meters or 1m plus where this is not possible
- As each table is set out by staff members during the day observing strict protocol unfortunately we cannot move any tables upon arrival
- All orders will be taken at the table, inside and out, we will try to minimise visits to the table without compromising service
- All sanitised cutlery, condiments and glasses will be brought to the table as and when needed.

We just want to relax and enjoy your experience safe in the knowledge our hygiene standards are the best.

### **CLEANING**

We have enhanced our regular cleaning schedules to cover all areas and in particular high contact areas such as, hand rails and door plates and toilets.

### **STAFF AND PERSONAL HYGEINE**

Our staff, just like our customers, have worries and concerns and have worked with us to create our new working practices.

Please bear with us during these times if something may take longer than usual, this may be due to measures we have put in place to ensure the safety of our guests and staff

All staff are aware if they feel unwell not to attend work and if any member of staff shows signs of COVID 19 they will follow the most current government guidance.

All our staff are trained to adhere to all aspects of food hygiene

Staff will wash hands regularly and will use hand sanitiser between serving different tables

**AT THE END OF YOUR VISIT**

Although we are still happy to accept cash payments, card payments are a preferred method. Our contactless card machines will be brought to your table, and are sanitised after every use. The contactless card limit is currently at £45 and Applepay is also available.

We will all endeavour to get things right – but it's new for us too! If you have any feedback we would appreciate you giving this to us directly rather through social media channels.

Thank you from us all at Brocco Kitchen for your support.