



Welcome back!

Most importantly, we have been working tirelessly behind the scenes to implement the *Covid-Secure* standards and to ensure visiting our restaurants is a safe and enjoyable experience for you and our teams. Keeping you and our team safe is our top priority. Below, we detail more of the procedures we will have in place to ensure this – this will also be available in full on our website and posted at all entrances of our restaurants.

Please remember that not a single member of our team is suddenly an expert on disease control, politics or even the policies of their own company. So, when 20 of you all show up at the same time or you request to be seated somewhere specific, it is not our decision to say NO. To ensure your safety, other guests and our team, we are following the current guidelines presented to us by the UK government.

Things will get back to normal, just not straight away. Please be patient with us when visiting C&H.

We have missed you, and we can't wait to see you again.

#### NEW GUIDELINES

Please see the below safety measures and procedures we will require you to adhere to, along with other changes of note.

**COVID-19 Declaration** – “By visiting our restaurant you and your guests are confirming that neither you nor your respective households are displaying symptoms of COVID-19 and are not within a quarantine period.”

**Travelling to the restaurant** – Wherever possible, we recommend that you avoid public transport when travelling to and from the restaurant. If you are able, please walk or cycle.

**Visiting the Restaurant** – We recommend that you visit our website (<https://tannerandco.co.uk>) to book all of your reservations to the restaurant. Whether you wish to visit for food or drink, you will be booked onto a table with your guests. We do ask that you sit at your table – a team member will serve you at your table. We also recommend that you ask any children that are a part of your party to remain with you at all times and be escorted with an adult to & from the toilets.

**Entering & Moving Around the Restaurant** – All Guests should enter the restaurant via the designated entrances (please keep an eye out upon arrival). We will be limiting this to one reservation at a time and sizes of reservations. You should also exit following the correct protocols of the restaurant.

**Hand Sanitiser** – There will be hand sanitiser available upon entry to the restaurant, and other designated points throughout the restaurant, including toilets. Each table will also have its own sanitiser packet for you to use along with a paper bag to store your personal face masks/coverings.

**Table Turn Times** – To enable as many guests to enjoy the restaurant as possible, during busy times we will be implementing a table turn time of 1 to 1.5 hours. Naturally, we will avoid this where possible but the time we will need to have the table back will be communicated to you upon booking.

**Going Cashless & Paperless** – Wherever possible, upon reopening we will no longer be able to accept payment by cash. We recommend payment by card or via your mobile phone.

**Cleaning** – Our teams have been trained to sanitise their hands before & after sharing anything with another member of staff or guest. Every hour our team will move around the restaurants, checking and sanitising common areas, shared surfaces and equipment. The whole restaurant will be cleaned every night, deep cleaned every 48 hours and “misted every 72 hours. You will also notice that there will be nothing on the tables – for example, cutlery, condiments and menus will be delivered to you and cleaned in between each use. In the case of condiments, they will be decanted into a dish for your use only.

**Our Team** – In line with guidance, we will be separating our front of house and kitchen teams into small teams, wherever possible. This will be to avoid cross contamination amongst our team. Our office staff will be working from home where possible but can still be reached as ever via email or on the phone.

**The “Ladies” & “Gents”** – There will be a one-in, one-out system in operation on all toilets in the building. Toilets will also be cleaned and sanitised every 1 hour.

**PPE** - Face coverings are compulsory for all staff working in hospitality and retail outlets. The public also have to wear face coverings too, except when they are seated to eat or drink