

GUEST & TPT TEAM GUIDELINES – JULY 2020

We wanted to take a moment to update you on the precautions we are taking to ensure that the restaurant is a safe space for our team to work in and our guests to visit as we open our doors to a new way of doing hospitality after months of closure.

TPT Team

We are adhering to the new government guidelines regarding all aspects of social distancing and additional sanitising options. This is what we are doing:

- We have removed a few tables and chairs to accommodate the new 1m+ rule.
- We will be keeping doors and windows open as much as possible to allow for increased ventilation.
- We will be altering the way we set up tables, using disposable napkins and menus where needed. Guests will be able to use our free wifi to access the menu online should they prefer it.
- We will have a smaller team working within the restaurant, allowing again for less contact and therefore easier social distancing.
- We have advised staff it is as their discretion whether they want to wear visors or masks.
- Team members will be washing their hands upon every contact and gloves will be worn when necessary but not always. It is our opinion washing and sanitising more often is more important and indeed effective.
- We will not be topping up guests' wine and water in an effort to reduce physical contact.
- Every team member will have their temperature taken on arrival and has been asked not to work if they feel at all unwell.

TPT Guests

In return, we are asking you our lovely guests if you could also give us a hand ensuring a smooth transition to this new world of hospitality. This is what we need help with:

- Please make reservations through our online booking system predominantly. If this cannot be done or it looks full, please call or email for any requests. We are required to keep all guests' information for track and trace for 21 days.
- We cannot take tables of over 6 guests and those guests must be from 2 different households only. As much as we'd love to add guests, we simply can't at the moment.
- That being said, we have limited tables to allow for this size of group, so they will be reserved on a first come first served basis.
- Please stay at home if you feel unwell at all, please try to give us as much notice as possible.
- Please use common sense when it comes to your social bubbles as we cannot monitor this and need to keep information for track and trace.
- Upon arrival, we will ask you to wait at the steps until we can come and fetch you to direct you safely to your table to avoid congestion.
- Please arrive on time, we are trying to stagger our guests arriving to make it as stress-free for all as possible.
- Windows and doors will be open as much as possible to allow for extra ventilation. Please bring cardigans or shawls & jackets should you feel the cold, we cannot provide blankets as we have previously at this time.
- If you see a table of guests you know, please do not be tempted to mingle, this will cause a little stress for our team and ultimately our goal is to make you feel as welcome as you have previously, while at the same time keeping yours and our teams well-being at the forefront.