

GUEST & TPT TEAM GUIDELINES – DECEMBER 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 assist with social distancing.
- We will be keeping doors and windows open as much (within reason) 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.
- All staff will be wearing face coverings at all times
- 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 ask before 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.
- Currently within Tier 2 guidelines, we are only permitted to allow guests from one household or within their social bubbles per table and we are unable to take group bookings. Business meetings are allowed however we ask you to use your common sense as we cannot monitor this.
- Please stay at home if you feel unwell at all and give us as much notice as possible.
- 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 sign in to the NHS Covid-19 app upon arrival.
- We respectfully ask that you abide by the law and wear face masks at all times when not seated at your table. If you do not have one, we will be unable to provide you with one.
- Please arrive on time, we are trying to stagger our guests arriving to assist with distancing.
- Windows and doors will be open as much as possible (within reason) to allow for extra ventilation. Please bring cardigans or shawls & jackets should you feel the cold.
- Please vacate the premises by 11pm in accordance with the curfew, we appreciate your cooperation in this matter.
- Please prebook taxis where possible due to a predicted increase in demand at 11pm, as you will not be allowed to wait inside the property.

THANK YOU FOR YOUR UNDERSTANDING, WE CAN'T WAIT TO SEE YOU!