



## UPDATE ON COVID-19.

We would like to assure you that we are taking the Coronavirus pandemic very seriously and that we are committed to maintaining the safest possible environment for customers and staff. We are confident that the measures we have put in place will significantly reduce the risk of transmission of Coronavirus. We have conducted a thorough Risk Assessment, identified risks, and made many changes. We will continue to review the situation as it evolves.

**We're currently operating under Tier 2 restrictions. This means:**

**Only a maximum of 6 people in any booking**

**No household mixing indoors. Single households and support bubbles only**

**Face masks must be worn unless seated at your table**

**We may only serve alcohol with a substantial meal**

**We must stop taking orders at 10pm**

**We must close at 11pm**

So here's what you can expect on your next visit:

### On arrival

- There are instructions to come in if nobody is waiting inside to be seated. If people are waiting, please stay outside and we will seat you when it is safe to do so.
- We have changed our booking system, staggering arrival times to minimise overcrowding, so please try to keep to allocated times.
- There is hand sanitiser fixed to the wall to your left by the front entrance for you to use.
- If you are a customer without a booking, and we have a table free, we will be happy to seat you. We will need to take some contact details from you to assist with the government contact tracing scheme.
- The NHS Track and Trace app is displayed on the wall by the front entrance.

### Once inside

- We have removed some tables, and reduced capacity on others, to create more space for social distancing.
- Where tables are closer, we have installed plastic screens for your safety.
- We have excellent ventilation systems both front of house and in the kitchen, which constantly circulate the air present in the restaurant. These will be kept in good working order.
- We have replaced our menus with QR codes (we have disposable ones if you prefer). Our menu is also available on our website.
- Your table will not be laid ahead of time. Instead, cutlery will be provided after you order food.

- We have removed all our sauce bottles. We have sauces in sachets instead. Your waiter will ask about these when you place your order.
- Welly boots, kids' books and toys won't be available; but don't worry kids, we'll give you some crayons you can keep! 😊
- No sharing newspapers for the time being.
- Coconuts are temporarily out, jelly beans still in!
- Card payments only.

### Toilets

- The last cubicle is for staff only.
- The remaining two have their own sink and hand dryer to use.
- A maximum of one person will be permitted to wait inside the toilet lobby for a cubicle. There are clear instructions to guide you in maintaining a safe social distance whilst using the toilet facilities.

### What we're doing

- Staff will be subject to mandatory temperature checks on arrival at work and sent straight home if necessary.
- Staff displaying any other symptoms of Covid-19 will be sent home immediately and asked to isolate for the appropriate length of time.
- We have introduced mandatory hygiene practices for staff upon arrival at work.
- We have a clear protocol for staff to follow should they become ill at work. They will be sent home immediately in these circumstances and asked to isolate for the appropriate amount of time.
- We have displayed, and will continuously update, a list of the most recent symptoms of Covid-19 to keep all staff informed. Staff have also been trained on methods of transmission of the virus and ways to prevent it. We know that the best way to reduce transmission of Coronavirus is to stay well informed, so this training will be ongoing as the situation changes.
- Staff have been trained in new ways of working to help aid social distancing in less spacious areas. We have encouraged the use of back-to-back and side-to-side working to reduce unnecessary close contact.
- We have an additional due diligence cleaning schedule which will run alongside our normal cleaning schedule. This will be displayed in the toilets and actioned at regular intervals throughout the day.
- We have clear system to sanitise tables and chairs both before and after they are used.
- Face masks and visors have been provided for all staff.
- All staff have received updated training on personal hygiene standards.
- We have communicated with all staff on management of mental health during this time and encouraged a healthy perspective on Covid-19 to reduce stigma.
- We have staggered shift times for staff to aid with social distancing on arrival/departure.
- Deliveries have been restructured to reduce overcrowding.

We hope that you will feel satisfied with our efforts to reduce the risk of transmission of Coronavirus in Banner's. We appreciate this is an unparalleled situation, and that we are all adjusting to it as best as we can. If, after your visit, you feel we could do more, we wholeheartedly welcome your feedback. We will listen to you and adapt wherever we possibly can.

We can't wait to see you again and hope you have a lovely time with us!

See you soon 😊

Love from all of us at Banner's. x