



RICHMOND TEA ROOMS EXPERIENCE – POST COVID-19

Effective October 2020 following amendments to comply with UK government updates.

Here at Richmond Tea Rooms we will adhere to the standard government guidelines throughout our restaurant. These requirements and precautions are set to make our customers and our teams as safe as possible, whilst still enjoying the quirky experience for pleasure and whilst at work.

As we are based in Manchester, where 'tier 3' COVID restrictions are in place, dining indoors is only permitted for guests from the **same** household, plus one support bubble.

STANDARD IN RICHMOND TEA ROOMS

Your visit to the Tearooms

- It is against the law to gather in groups of more than 6 people, except for the limited circumstances as set out in law. We therefore only accept bookings for tables up to six guests from the same household, unless your part of a support bubble
- If you are booking for large groups of six or more, you will only be permitted to sit in household/support bubbles in tables up to, and subject to availability and we do not guarantee seats within the same area of the restaurant to ensure strict social distancing indoors
- We will keep a record of all guests and visitors for 21 days as requested by the government to assist in the track and trace scheme
- Guests are required to wear a face covering before entering our venue, when they are leaving their allocated seats (i.e. for comfort breaks to our unisex bathrooms) and when leaving the restaurant. Face coverings may only be removed once seated. Our team are mindful and respectful of excluded circumstances i.e. disability/impairments and children.
- Guests will be asked to scan our COVID QR code when they arrive, using their NHS COVID-19 app
- The capacity at the Restaurant has been reduced by 30%
- Our Restaurant will close at 6pm during COVID restrictions. This means last orders for food and drink will be taken by 5.15pm, payments will need to be made no later than 5.45pm and our guests will be politely asked to depart by 5.55pm. Our doors will then close at 6pm to allow for cleaning and sanitisation to take place
- We encourage all guests to book early and in advance to avoid disappointment
- The Restaurant will be operating strictly table service only
- We will provide a small area for takeaway orders; maximum of two guests in the waiting area with a time limit of 10mins
- Hand sanitiser stations with elbow pumps are available at our main entrance and by the washrooms
- Mandatory spacing between tables is enforced, ensuring you and your party are socially distant from other guests
- Social distancing between guests dining together will be accommodated in accordance with government guidelines
- In order to protect our guests and the team, all seating in and around the bar areas has been removed
- Vertical drinking and drinks receptions are not permitted until further notice
- We will maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable) from customers when taking orders
- We will minimise all self-service of food, cutlery and condiments to reduce risk of transmission
 - o For example, providing cutlery and condiments only when food is served
- We will minimise contact between front of house workers and customers at points of service where appropriate.
 - o For example, tables removed from proximity to tills and counters to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable) including screens
- We will adjust service approaches to minimise staff contact with guests. Indoor table service will be used where possible, alongside further measures such as assigning a single staff member per table. Outdoor table service will also be carried out, although customers are permitted to stand outside if distanced appropriately. Where our bar or counter service is unavoidable, preventing customers from remaining at the bar or counter after ordering
- We will provide clear guidance on expected customer behaviours, including social distancing and sanitisation prior to entering the restaurant via our online booking confirmations, our website and on-site signage. Our guests must understand that failure to observe safety measures will result in service not being provided
- We are providing written and spoken communication of the latest guidelines to our teams and guests inside and outside of the restaurant
- Police and the local authorities have the powers to enforce requirements in relation to social distancing and may instruct guests to disperse, leave an area, issue a fixed penalty notice or take further enforcement action
- We now operate a one-way system for entry and exit
- All doors, including washrooms, will be open where possible to avoid 'touch pad' contamination
- High use areas will be sanitised every 15-30minutes
- Waiter stations in our restaurant will be stocked with sanitising sprays for your request
- Our completed Covid-19 risk assessment can be requested, if required

The In-house Team

- All floor service team members will be wearing face coverings until further notice
- All members of the team will ensure their hands are washed/sanitised upon leaving their house and immediately once arrived at work
- At no less than every 30 minutes, the entire team will wash and sanitise their hands, all team members have access to sanitiser hand pumps which are installed both front and back of house
- All teams' members will be subject to having their temperature checked before working and will be sent home if a temperature is detected
- All back of house teams will be required to wear government standard/approved face masks whilst working
- All chefs will wear masks, hats/hair nets
- Physical contact between team members, where not deemed necessary for employment, is not encouraged and staff must refrain from such physical contact
- Staff will not be permitted to share food or drinks at all
- No use of mobile phones will be permitted at work, including front of house, back of house and for managers, unless their role for the day requires them to do so. Full sanitisation after use if then required
- Teams must travel to and from work in personal clothes and shoes, changing on site into their uniforms
- All team members who use a computer, keyboard, mouse or phone in any form of office environment for the purpose of work will be required to sanitise each of the listed items before and after use each day
- All common areas will be wiped down with sanitiser spray on the hour (during peak periods) and a half past the hour. This includes door handles, push pads, reception desk, handsets, washroom counter tops, faucets, till systems, PDQ machines and stations.
- Checklists will be in place for the teams to ensure that everything has been wiped down
- When gloves are worn by member of the team they will be disposed of and refreshed at no longer than thirty-minute intervals

SERVICE AND BOOKING STANDARDS

- Our admin/reservations team will be happy to help you with any bookings. We have taken comprehensive measures, both front and back of house, to ensure that you and our teams can enjoy working and dining in the venue with absolute confidence that safety measures and good practices have been implemented
- Our team will be happy to talk you through the extra measures that we have taken to control your safety whilst enjoying the Richmond experience
- We will stagger all dining times to avoid queuing at reception and 'return times' will be given to you when booking in accordance with government guidelines

YOUR DINING EXPERIENCE

- We will provide laminated menus which will be sanitised after each use by the team
- Menus will be available on our website and on our social media pages
- Unnecessary items at each place setting have been removed to reduce and avoid contamination
- Glass wear, crockery, condiments, salt and pepper and any sugars will be set at your table shortly before arrival or upon ordering
- Paper straws will be used as standard
- Water glasses will be set on your table upside down after ordering
- All bottles will be sanitised before serving to your table

RESETTING

- All tables and chairs will be sanitised each morning and upon reset will be provided with clean and laundered table toppers, where applicable

SERVICE

- Only two plates will be carried by our staff at any one-time, trays and napkins will be used to carry plates to tables
- If you wish to choose non-contact dining, all drinks and food will be delivered to a nearby service table from where you and your guest can serve yourselves
- Cutlery and disposable napkins will be brought on a tray to your table for you to serve yourselves
- We will remove and dispose of your paper place settings and refresh your table with new cutlery and a new, disposable napkins on request

BILL PAYMENTS

- Cashless payments are now standard, with cash accepted upon exceptions by management
- Our queens themed miniature bill folders will be sanitised after each use