

# Llewelyn's

## Coronavirus Health & Safety Protocol

We are introducing new health and safety measures in light of COVID-19:

Ahead of your reservation you will have received a summary of the steps we need you to take in these new circumstances. We kindly ask that:

- Arrival time is prompt and orders are placed within 15 minutes of reservation time
- Strict 'leave times' (1hr 45mins) are adhered to in order to allow our staff the additional time to prepare for the next reservation. After your departure the tables will be vacant for 15 minutes to allow for thorough cleaning before the following reservation
- Your party is made up of the same household or 'bubble' as, although we are able to provide for social distancing between tables, we are not able to provide the same within tables
- Please make sure to use the hand sanitisers provided on each table, and please avoid moving around the restaurant where possible

The restaurant service has been adapted to a more relaxed style to facilitate safe physical distancing for both staff and guests, including limiting the number of staff attending to your table throughout your meal. We'd like to provide more information on the changes we are needing to implement:

- We have removed tables in our dining room, and extended our outdoor seating area, to allow for at least 1m between tables
- These outdoor tables are open for reservations. Unfortunately, our limited capacity does mean we are not able to offer an alternative space inside should the weather fail us – booking an outdoor table is at your own risk
- We kindly ask that you keep hold of cutlery between courses
- Your food may be delivered to a corner of your table for you to distribute to your party
- Similarly, we may ask you to place your plates at the edge of the table when you are finished
- We have amended our reservation system to stagger guests' arrival times

All our team have been trained on risk mitigation and operating in a COVID-safe workplace, including:

- Further increasing the frequency of hand washing and surface cleaning
- Keeping activity time involved as short as possible
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible
- Reducing the number of people each person has contact with by using 'fixed teams of partnering' (so each person works with only a few others)
- Increasing ventilation where possible
- Deep cleaning the restaurant after service every evening
- Using contactless payment wherever possible

Please get in touch to reschedule your booking if you are displaying any COVID symptoms – high fever, dry persistent cough, loss of sense of smell or taste. We cannot seat anyone displaying these symptoms.

We appreciate this is new to us all – please feel free to raise any concerns you might have at any point.

We look forward to seeing you.

