

Kitchin Group Guest COVID-19 Policy

Aims

The purpose of the Guest COVID-19 Policy is to communicate the measures we are taking to protect the health and safety of our guests and staff and to mitigate the risk of coronavirus.

Protective Measures Taken by The Business

Zoono:

Zoono is a cleaning and sanitisation company which provides cover for a wide range of viruses, bacteria and other pathogens. Zoono offers a protective barrier that works in conjunction with routine cleaning practices to help provide additional protection where there is a risk of cross-contamination and infection.

When applied to a surface by spraying, wiping or 'fogging'; Zoono leaves behind a mono-molecular layer that permanently bonds to the surface. These molecules are antimicrobial, silane based polymers that covalently bond to the surface forming a barrier of positively charged microscopic pins.

The positively charged microscopic pins attract and pierce negatively charged pathogens. The pins rupture the cell walls. This causes the pathogen to break up with lethal effect. The layer of molecular antimicrobial pins carries on working for up to 30 days on surfaces.

The chemical will be applied on a weekly basis using fogging machines to give an even coat on all surfaces throughout the businesses including the restaurant, kitchen, staff areas and hotel rooms. This will be done in conjunction with daily manual application using micro-fibre cloths with particular attention paid to the hard contact points of our business such as door handles, tills, beer taps and furnishings.

All team members will use Zoono hand sanitiser upon entering the premises. This has been tested and proven to kill germs and remain active for up to 24 hours.

Physical distancing:

Each establishment has been reconfigured to ensure our guests are able to follow the physical distancing guidelines. This includes removal of bar stools and distancing of tables.

Temperature Checks:

All staff entering the building will be required to partake in a temperature check. This has been introduced as a control measure to identify potential COVID-19 carriers.

Further precautions:

In preparation for re-opening, we have meticulously examined every step of our guests' journey and identified any safety risks. This has resulted in many small tweaks to our processes with precautions taken. The staff will all wear face masks.

We also encourage our guests to contact our team to discuss any questions or concerns.

Guest experience

The limit on the number of people who can meet socially indoors or outdoors is a maximum of six people, and they should come from no more than two households. It is not required to count children under 12, from within the two households, within the 6 person limit.

Arrival:

We are asking all guests to arrive promptly at the time of their booking. Social distancing measures and a queue system will be in place for the safety of guests upon arrival.

Face coverings:

The restaurant is complying with Government guidelines and we kindly ask guests to wear a face covering when entering and leaving, or moving around the premises.

Temperature check:

For the safety of our guests and team members, we will ask every guest to accept a quick temperature check upon arrival. Should any guest's temperature exceed 37.8°C the restaurant reserves the right to refuse the guest and their party entrance.

A sanitiser station will be available upon arrival and we will ask our guests to sanitise their hands before entering the premises.

Pre-meal drinks:

In days gone by, we would encourage guests to enjoy a drink before their meal, regrettably we have made the decision to no longer use the bar for pre-meal drinks for the safety of our guests. You are most welcome to enjoy a drink at your table prior to your meal.

Bathrooms:

Where there is no individual bathroom cubicles we have installed locks on the first door of the bathrooms, as opposed to locks only on the individual cubicles. This provides our guests sole use of the bathrooms, preventing congregation in a small area and allowing our guests to maintain the physical distance guidelines.

Payments:

For the time being we will only be taking card payments to avoid any handling of cash.

1 meter zone:

For the safety of our guests we are proposing for guests to adhere to guidelines in regards to the movement for use of the facilities and when entering and exiting the building.

Guests may be subject to entering a 1 meter zone which will be clearly indicated with signage throughout all areas of the building.

Changes to Policy

The Guest COVID-19 Policy is subject to change with the introduction of additional governmental guidelines.

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