

Face masks are now mandatory in shops and elsewhere. Do customers have to wear a face mask in our catering areas?

In line with Government guidelines, we ask all our customers to wear a face mask if they can, unless they are sat in one of the designated seating areas, where it may be removed.

How will your outlets collect information for NHS Test and Trace?

The government has asked catering and other hospitality venues to collect and maintain records of customers and share them with NHS Test and Trace, when requested. In order to assist this, Government guidelines request that food businesses record contact details of their customers. To that end we will be asking all customers to use their staff/student card to register their entry to a catering unit by tapping on to a card reader. This will only record the staff/student card number and the duration of visit. If a Test and Trace operation is requested, we will then use that number to establish contact details. We will securely keep the data for 21 days, at which it will be permanently deleted. Non-staff/student customers will have their name and contact telephone number requested, recorded manually, stored securely and the record destroyed after 21 days.

Are you complying with GDPR?

We are collecting personal data from our customers solely for the purpose of NHS Test and Trace, as directed by the Government. We will only share this data with NHS Test and Trace, and it will not be used for marketing or business purposes. We are confident that our processes for collection, retention and destruction are secure and GDPR compliant.

Will you be showing football or sporting events?

Where it is possible to maintain social distancing requirements, we will hope to show football matches and other sporting events.

Can I still order at the counter/bar or is it table service only?

Customers are able to order from any of the designated order points, in the usual way, although please note that face coverings should be worn and social distancing be maintained. Customers may remove their masks if seated in one of the designated areas.

Do I have to reserve a table, before visiting?

No, we have no plans to introduce compulsory booking of tables.

How will you enforce, or publicise, government advice about meeting people from outside of my household?

Government guidance recommends that that only members of the same household (or support bubble) should sit together, otherwise please maintain social distancing, as directed in the catering units.

It is our responsibility to make customers aware of all relevant Government guidelines regarding Covid-19 and we reserve the right to decline service if our measures are being unreasonably disregarded by customers.

What have you done to prepare for reopening?

Each catering area has carried out a detailed risk assessment, in line with Government Guidelines. That risk assessment forms the bases of Covid-secure operating procedures, with a focus on social distancing and regular handwashing.

Risk assessments are available on request.

Will you provide PPE for staff?

We will provide non-medical face-coverings, face shields, gloves and protective eyewear on request, or as required. PPE will be required for staff working in front-of-house and back-of-house roles, as stated in each area's risk assessments.

Will you provide hand-sanitiser for staff and customers?

Hand sanitiser is available at the front of each building and at various places throughout the catering venues. Its use and regular and thorough hand washing is to be instructed and encouraged through signage.

How will you keep the catering areas clean?

Staff members will clear and sanitise tables after each use. Regular cleaning of each catering area and nearby toilets will be carried out by dedicated staff members.

How will you protect your staff?

- Home working is provided for and encouraged, when suitable, for non-customer facing staff.
- Minimum staffing levels are encouraged to assist social distancing measures.

- Individuals who are symptomatic of COVID-19, or those identified through NHS Test and Trace operations will self-isolate, per the Government guidelines. Home working will be encouraged where possible.
- All staff, whether returning to work after furloughing or self-isolation, will be given a specific COVID-19 related workplace re-induction.
- Staff members will be instructed and encouraged to maintain social distancing both from each other and customers/visitors at all times, including on arrival at work, while in work and if travelling between sites.
- Staff members will be instructed and encouraged to increase and maintain the frequency of hand washing and the cleaning of surfaces. Hand sanitiser/hand washing facilities will be provided, especially in proximity to workplace entrances and exits, if possible.
- Any activity which compromises 1-2m social distancing will be encouraged to be as short as possible.
- Social distancing will be encouraged where possible by implementing fixed teams or bubble working, with little or no cross over with other teams.
- Where possible, staff start and finish times will be staggered to enable social distancing at entrances, exits, clocking in areas and changing facilities.
- Working areas for those who work in a limited space (e.g. cashiers) will be adapted to enable them to socially distance. Screens, barriers, signage etc will be used.

Please see the outlets' risks assessments for more information. This is available on request.

What measures have you taken to ensure safety for customers?

Please see each outlet's FAQs for outlet specific information.

Every catering area has had its customer capacity recalculated, based on 1-2m social distancing requirements and other space considerations such as furnishings. During service we will manage the capacity of any area through careful review and management by the staff.

- We will have a designated space for waiting for takeaway orders and set out a table plan for our dining area. Gatherings are not permitted.
- Clear guidance on social distancing and hygiene is provided to our customers on arrival in the venue, through signage and staff/customer interactions.
- The flow of customers (arrival, queuing, payment, exiting etc.) and ensuring they are appropriately distanced is managed through signage, floor markings and through staff/customer interactions.
- Should there be adverse conditions outside, we will discourage lingering and gathering in our units, to protect our social distancing measures.
- Hand sanitiser is available at the front of each building and at various places throughout the catering venues. Its use and hand washing is to be instructed and encouraged through signage.

- When taking orders from customers, a 1-2m social distance will be maintained between staff and customers, wherever possible. Service counters, till points etc. have been fitted with a screen where possible, and staff members will wear appropriate Personal Protective Equipment (PPE). This mitigation allows a social distance of 1m to be maintained.
- All self-service of food, cutlery and condiments has been temporarily suspended. These will be served to customers with their food to help reduce the risk of transmission.
- We will only provide disposable condiments in sachets to allow for easy disposal/recycling. Customers may wish to use their own utensils, in which case they must be taken away with them, or they will be disposed of.
- Customers will be encouraged not to lean on service counters etc. and to limit their contact with surfaces.

Will you be serving the full menu?

Please see each outlet's FAQs for outlet specific information.

Menus have been adjusted and restricted to allow for both a safe and timely operation for both staff and customers.

Will menus be used for multiple customers?

Any table menus will be single-use. Our menus will also be advertised through signage and electronic media.

Will customers have to queue to enter the outlets?

Each catering area has had its capacity assessed to ensure that it can operate social distancing safely. When capacity is reached, we will ask customers to queue, safely maintaining 1-2m where possible.

How will you manage groups of customers?

Clear guidance on social distancing is provided to our customers on arrival in the venue, through extensive signage and staff/customer interactions. We are discouraging large groups and will not allow furniture to be moved to accommodate large groups. If customers do arrive in a large group or attempt to congregate in a catering unit after arrival, they will be asked to disperse if capacity allows, or leave the premises.

What payment methods will you accept?

We no longer accept cash payments, and through signage and customer/staff interactions we will be encouraging contactless payments. Card readers have been relocated to allow social distancing between staff and customers. Readers will be cleaned with a sanitising wipe every 15 minutes during service.