

## COVID-19 Policy

29-06-20

Here we have outlined our specific operational policy and detailed all the important areas we are now focusing on to ensure we reduce any risks involved with the spread of Covid-19

### Risk assessment and reporting

- Full risk assessments have been carried out in line with the government guidelines. These are regularly reviewed and the results are shared with all staff members.
- All customers will be asked their name and contact details when entering the premises either through our WiFi data capture, through their reservation details or by giving the details at the entrance door.
- In the event that there is a confirmed customer case of COVID-19 at The Hayden within 14 days of their last visit, customers are asked to immediately alert us on [info@haydennottinghill.com](mailto:info@haydennottinghill.com) / 020 7229 2233.

### Our staff health and hygiene

- All our team members will wash their hands with anti-bacterial soap for a minimum of 20 seconds before and after their shift and a minimum of every 30 minutes during their shift.
- Daily monitoring of our staff health (questionnaire and temperature checks) will take place and they will need to report this before they start work. If they are unwell or someone in their household is tested positive, they will need to self-isolate for 7 days and only return to work when better.
- Currently, all staff are encouraged to travel to and from work by their own personal means of transport and avoid to use public transport.

### Managing social distancing

- Dedicated member of staff will ensure distance between customers and staff is always kept and there is no overcrowding.
  - Start and finish times for staff members will be staggered where possible and social distancing measure will be put in place in potentially congested areas behind the bar, inside the kitchens and back of house staff areas.
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## Cleaning procedures

- We have significantly increased our cleaning procedures throughout the premises and all areas are disinfected on a daily basis
- All communal tables, bar tops and surfaces will be cleaned with anti-bacterial spray
- All high-contact items will be thoroughly cleaned every 30 minutes anti-viral spray that is certified to be active against coronavirus.

## Personal protective equipment (PPE)

- All staff, including all front of house and back of house team members, will wear a facemask throughout their working shift.
- All kitchen staff and back of house staff are required to wear gloves. They will be disposed of and refreshed regularly throughout their shift.

## Hand sanitiser

- We have these placed throughout the building and are clearly labelled for all customers.
- Each customer eating will also be given a hand sanitiser pouch on ordering at the table.

## Capacity inside and out

- We have significantly reduced the number of customers allowed in the building at anyone time.
- We have reduced the number of tables throughout the premises in order to ensure there is adequate distance between customers who are seated.

## Bar service

- Plexiglass protection screens have been fitted to the bar and clear floor markings to separate customers and any queue building up.
  - The number of customers who are ordering at the bar will be very closely monitored to ensure there is no build up of people and there is always adequate distance between customers and staff.
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## One-way system and high contact areas

- Floor marking and arrows are clearly displayed through the premises.
- Extra attention when cleaning and disinfecting will be paid to high contact items like door handles, hand rails, PDQ machines.

## Toilets

- We will only allow a maximum of two customers in each toilet at any one time.
- Only one urinal and cubicle in the gents and two cubicles in the ladies to be used at any one time.
- Screens are in place to separate sinks and divide the toilet area.
- The queue system will be managed by our staff and queues will be clearly indicated and separated.
- Toilets will be cleaned and disinfected every half an hour with particular attention being paid to high-contact items.

## Reservations and queueing

- We will reduce overall capacities and available time slots to ensure the booking process is well managed and there is sufficient time between each booking.
- We will have separate queues for customers who would like a table to eat and for customers who have just come to order a drink at the bar.
- The queues will be carefully managed by our staff members to ensure adequate distancing and clear floor markings will be in place.

## Timings allocated per table

- In order to ensure thoroughly cleaning takes place between each set of customers, we have reduced the times allocated for each seating to 1.5 hours for up to four customers and 2 hours for more than 4 customers.
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## Single-use items and table condiments

- There will be no condiments on any table to reduce any risk of possible contamination.
- All items have been converted to single use where possible (napkins and menus).
- All menus can still be viewed on-line and ordered from whilst inside our venue if necessary.
- Cutlery will be stored in a pouch and given once an order has been placed.
- Glasses will only be brought to the table once an order has been placed.
- Sauce ramekins (ketchup, mustard), salt and pepper and candle holders will be thoroughly.

## Cloakroom facilities

- We will no longer be offering to remove customer coats or bags and returning with a cloakroom ticket. We ask customers to keep their belonging with them whilst inside our venue.

## Table service and online ordering

- We will continue to offer full table service in all areas throughout the venue.
- Staff members will only be allowed to carry two plates at a time to reduce any risk.
- We are currently developing an online ordering and pay-at-table app which will be able to be downloaded and used if required.

## Cashless payment

- We encourage all customers to pay by card only.
  - Where this is not possible, customers are advised to leave cash on a tray when paying so there is no contact involved with our staff members.
  - We have a nominated cash handler who will always handle cash with clean gloves.
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## Function room and large bookings

- The largest table we can accommodate is currently 6 people.

## Refuse and recycling

- Non-recyclable items will be sealed and disposed off in large refuse bins and collected on a daily basis by Westminster Council.
- Any recyclable items will be handled with gloves when disposing into larger bins.

## Ventilation and air conditioning

- Air ventilation fans bring fresh air into the interior space and extraction fans will be always on at all times whilst we are open.
- All air conditioning filters will be regularly cleaned and replaced where necessary.

## Supplier deliveries

- A drop off and collection point at the rear of the building has been nominated. This is an exterior area and delivery persons will not be allowed inside.

## Delivery and takeaway

- Home deliveries can continue be ordered through Deliveroo and drivers will collect from the rear of the building to avoid congestion at the front entrance.
- Takeaway can also be ordered by phone or email or through our new app and the nominated collection point will be clearly displayed in the venue.

*All information contained in this document is subject to change as new Government Guidance continues to be released. This document will be updated at regular intervals.*

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