

Bart's Cafe Covid-19 Info

In order to adhere to the government Covid-19 guidelines at Bart's Cafe, we are making some changes at the cafe to make sure that our customers and our team are as safe as possible.

The measures we have put in place will undoubtedly make for a slower service, as we bed these new procedures in over the coming weeks and maintain them throughout this period of socially distanced operation. Please bear with us, be patient and do your best to comply with the changes we have had to put in place.

Here are the key changes:

Customer experience:

1. We have provided a hand sanitiser point at the entrance to the cafe to be used by anyone entering the cafe. In between groups using a table, we will be **cleaning and sanitising** all relevant touchpoints on tables, chairs, menus etc.. We have removed the self service water, sugar and magazines to eliminate the chance of virus transmission.
2. We will be operating a **strictly table service only**. We will help you find a table and will serve you at your table for the entirety of your visit from taking an order to taking payment. Please don't go up to the counter for anything as it will all be done at your table. This will include those wanting food or drinks to take away. Condiments and sugar will be served on request.
3. We will ask you to pay by **card, the card machine will be sanitised after each use**.
4. We are limiting it to a **maximum of 6 people in a single group** to enable us to limit the risk and best manage the customer space we have. Government guidelines state that a single group sharing a table indoors is limited to a maximum of 2 households. This also means we are unable to take any birthday party bookings.
5. Government guidelines have asked hospitality and leisure businesses that are reopening to support **NHS Test and trace**. As you will enter via Craggy Island reception, they will be asking all customers for their contact details as part of their new service procedure.
6. We have set out our tables and chairs to allow for the **2m or 1 metre plus mitigation**. In customer areas our mitigation is that customers on adjacent tables will be back to back where possible. We have removed tables to allow for wider transit area. Please do not move tables around yourself as this may cause a breach of the 1m+ rule.
7. We have made the entry and exit areas "**one way only**" as per floor markings as we cannot adapt or increase the space we have in these areas in any way. We temporarily closed the ladies toilet at the Cafe to avoid congestion. The toilet facilities upstairs are available to use whilst visiting the centre.

The Cafe Team:

8. We will plan for the minimum number of staff at the cafe to operate safely and effectively

9.All members of our team will ensure that their hands are clean and washed when they arrive at work and will wash their hands regularly and between tasks as well as having continuous access to hand sanitiser.

10.In line with government guidelines our staff will not be required to wear any extra **PPE** such as face masks or gloves unless they wish to do so. The guidelines however outline the need for more regular surface cleaning, hand washing/sanitising, open windows and social distancing as these measure are thought to be far more effective measures of lower transmission risk

11.We will continue with our health and safety and food safety measures whilst continually remain alert