CATERING OUTLETS: COVID-SECURE MEASURES

• Signage has been placed at the entrances and throughout premises to remind customers and staff to maintain social distancing

• Floor and wall markers are in place

• Where viable, social distancing to the current recommended standards (2m) will be maintained

• Where social distancing at 2m is not possible, we will use 1m-plus distancing with added mitigation controls to reduce the risk of transmission (e.g. screens and table layout)

• Occupancy levels have been reduced to allow for social distancing

• Occupancy will be regulated and we will operate a ‘one in, one out’ system when full occupancy capacity is reached

• Where appropriate, queuing areas have been identified and distance markers placed at appropriate intervals

• Where there is more than one point of access, doors have been designated for entry and exit

• There are one-way systems in place for customers to follow

• We have reduced the number of tables and chairs and set them out to provide the current recommended distance between customers, both inside and outside of the premises

• Customers displaying symptoms of Covid-19 need to self-isolate and order a test, so will be politely asked to leave the premises for the safety of others

• Catering outlets will be cashless and customers will be encouraged to use contactless payment. Where chip and pin is required, payment machines will be sanitised after each use

• New technology will be introduced to allow for ‘click and collect’ and table ordering by app in some outlets

• For now, we won’t be able to offer live music at any catering outlets

• For all non-takeaway outlets, records of customer contact details will be held in line with Government guidelines to assist with the NHS Test and Trace scheme.

Traditional service restaurants e.g. Hillside

• All food in non-table service outlets will be served in single-use, compostable containers, with compostable cutlery

• Self-serve counters have been removed

• Tables will be self-clear with additional bins provided

• We will sanitise tables after use.

Table service restaurants e.g. Wates House

• Tables will be cleared and sanitised before seating guests

• Tables will be kept clear of any sundry items, such as menus or flowers

• No tables will be set (with cloths/cutlery/crockery/glasses) before guests are seated

• A mobile phone app will be used to see the menu (with allergen information), and for ordering and payment.

You can read the University Covid-19 policy here.