

# 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
- Sanitising stations are positioned throughout
- There will be frequent cleaning of touch points in restaurant areas at regular intervals (a minimum of every 30 minutes throughout the day)
- All staff will be regularly hand washing (at a minimum every 30 minutes throughout the day)
- 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](#).



To find out more, visit: [surrey.ac.uk/coronavirus](https://surrey.ac.uk/coronavirus)