

## Ollie's Customer Covid 19 measures

**We are delighted to welcome you all back to Ollie's. We have outlined a few of our new safety measures below to keep our staff and customers safe**

**Please be aware we are working within a 1 metre + zone – those who feel uncomfortable with this distancing we would like to encourage to dine at our outside tables**

### Personal Hygiene

- Sanitising stations are now positioned at the front door, outside both restrooms and around the kitchen
- The highest standards of personal hygiene have always been and will continue to be an essential requirement for all of our team members
- Team members will be washing their hands for the recommended time regularly throughout the day.
- All staff are provided with face coverings which will be worn during times of customer interaction

### Reservations

- We ask that customers use our online res diary reservation system. This is available on our website
- We regret that we are unable to accommodate any seating requests due to our reduced operating constraints
- Customer reservations are staggered to avoid groups of people waiting at the door. Please ensure you arrive on time or we may not be able to accommodate your reservation
- Maximum table sizes of 8 people
- As we are operating with a reduced number of seats, we kindly request customers adhere to their 'table back times'
- We do not reserve outside tables, these work on a first come first served basis

### Restaurant Hygiene and Rules

- We request that no customers enter the premises if they are showing signs of COVID-19
- All our menus are laminated and cleaned after every use
- Cutlery will be brought to your table as required to minimise contact
- Toilets will be cleaned every half hour
- Turn times on tables have been increased to 15mins to ensure a deep clean of all tables & chairs before the next guests arrive
- We will ask guests who have not booked to leave a contact name and email upon arrival, this is to comply with the government track and trace programme

### Social Distancing

- All our tables are spaced 1 metre or more apart
- Where possible our team will work at a sociable distance
- We ask that customers try to refrain from moving around the restaurant, unless using the restroom
- Customers must wait to be seated and wait outside adhering to a 1m social distance

*We have undergone an extensive risk assessment in preparation for our re-opening. Our staff are following the guidance provided and are here to keep everyone safe. We ask that our guests are understanding and patient with us as we transition into these different times.*