



THE ALBANY- COMPLY WITH NEW GOVERNMENT UPDATES- 27/7/20

Here at THE ALBANY we are making changes to adhere to the standard government guidelines. These requirements and precautions are set to make you and our own teams as safe as possible whilst still enjoying the experience for pleasure and whilst at work.

STANDARDS IN RESTAURANT

Your visit at THE ALBANY

- The restaurant will undergo a vigorous decontamination and sterilisation process before opening, and once fully opened these processes will be carried out at regular intervals.
- Automatic hand sanitisers will be made available at four points for entering and leaving our restaurant.
- The capacity in our restaurant is reduced by 25%.
- A mandatory one metre spacing between tables will be enforced, ensuring you and your party are one metre away from other diners. Social distancing between guests dining together will be accommodated in our restaurant in accordance with government guidelines.
- Indoor gatherings should only be occurring in groups of up to two households (including support bubbles).
- We will maintain social distancing from customers when taking orders from customers.
- We will minimise customer self-service of food, cutlery and condiments to reduce risk of transmission. For example, providing cutlery and condiments only when food is served.
- Minimise contact between front of house workers and customers at points of service where appropriate.
- We will provide clear guidance on expected customer behaviours, social distancing and hygiene to people on or before arrival, our website and on-site signage. Our guests must understand that failure to observe safety measures will result in service not being provided.
- Police and the local authorities have the powers to enforce requirements in relation to social distancing and may instruct guests to disperse, leave an area, issue a fixed penalty notice or take further enforcement action.
- The Albany will operate a one-way system for entry and exit, where available.
- Waiter stations in our restaurant will be stocked with hand sanitiser.

The Albany Staff

- All members of our team will ensure their hands are washed/sanitised upon leaving their house and immediately once arrived at work.
- Sanitiser hand pumps will be available at all front and back of house staff entrances.
- All back of house teams will be required to wear government standard/approved face masks whilst working.
- All chefs will wear masks
- All team members will wash and sanitise their hands no less than every fifteen minutes.

- Our staff will refrain from physical contact with you where possible and where not deemed necessary for their employment.
- Staff will not be permitted to share food or drinks at all.
- No use of mobile phones will be permitted whilst at work, including front of house, back of house and managers.
- All staff who use a computer, keyboard, mouse or phone in any form of office environment for the purpose of work will be required to sanitise each of the listed items before and after use each day.
- All common areas will be wiped down with sanitiser spray on the hour and a half past the hour. This includes door handles, push pads, reception desks, handsets, washroom counter tops, faucets, till systems, PDQ machines and stations. During peak periods, full time cleaning attendants will be on shift.
- Checklists will be in place for each department and used for every wipe down.

SERVICE AND DINING STANDARDS

Bookings

- We have taken comprehensive measures front and back of house to ensure that both you and our teams can enjoy working and dining in our restaurant with absolute confidence that all safety measures and good practices have been implemented. More information can be found on our website and is subject to regular changes and upgrades as per government advice.
- Our teams will be happy to talk you through the extra measures that we have taken to control your safety.
- We will stagger all dining times to avoid queuing at reception and 'return times' will be given to you when booking.
- Group bookings are restricted to a maximum of six guests.

YOUR DINING EXPERIENCE

Seating

- All entrances to our restaurants and reception areas will be fitted with one metre spacing floor markings and safe queuing measures for those wishing to collect food for take away. Tables cannot be moved from their designated positions.

Set Up and Standards

- Menus will be replaced with disposable A3 paper place setting menus.
- Menus will be available online.
- Unnecessary items at each place setting have been reduced to avoid contamination.
- Drinks will not be served with a straw. Please advise your server if you would like one.
- All wine bottles will be sanitised before serving to your table.
- Salt and pepper will be served in individual sachets on your request.
- Sugar will be served in individual sachets on your request.

Resetting

- All tables and chairs will be sanitised after your visit.
- Wine buckets and stands will be sanitised after each use.

Service

- Pre-ordering can also be available on request.
- Cutlery and disposable paper napkins will be brought on a tray.

Bill Payments

- Your bill will be presented to you without a tray or plate.
- Cashless payment will now be our standard with cash accepted upon exception.

Please note that due to the ever-changing landscape surrounding Covid-19 and the ongoing government updates and amendments, these newly laid out precautionary measures are subject to change frequently and at any given time depending on government guidelines, advice and updates