



Crab House Café COVID policy.

Adapting to the 'new normal' and safest way to for a restaurant to operate has its difficulties, but we have worked hard to ensure that we can deliver our customers a safe service and full confidence in visiting us whilst not losing the level of service and friendly, vibrant atmosphere our customers have come to expect.

We have introduced new policies and cleaning schedules to ensure all of our staff and customers are as safe as possible whilst at work and visiting us. We have followed UK government guidelines and industry best practises and will actively continue to update and adapt to changes and improvements we can make. We will review our COVID operating risk assessment and policies weekly and implement the best methods and equipment to reduce the risk of infection to as low as possible.

These are the policies and structures we have implemented to adapt to COVID-19 and ensure our customers and staff are at minimal risk and full confidence:

Booking with us:

We ask all customers who are displaying and experiencing any symptoms of COVID to contact us and postpone to a future date.

By reserving a table with us, either via our online booking widget, over the phone or via email, you are agreeing to follow our on-site social distancing measures and the UK government stipulations on households and 'bubbles'. Failure to comply with our social distancing measures will result in refusal to serve.

Following government guidelines, we will be booking to a set amount of covers per service, this number of covers has been set by management to ensure the safety of our staff and customers and to mitigate the risks due to the logistics of the site. We will be accepting WALK-IN customers when available, the walk-ins will be accepted at the discretion of the duty manager on service. All walk-in covers will be required to record their names and contact number before the table is accepted. Following government guidance, this information will be held for 21days following visit date for track and trace purposes.

Arriving at The Crab House Café:

Upon arrival, we have a dedicated waiting area that is socially distanced from our outside tables. The duty manager on service will greet you and see you to your table. Before being seated, you will pass one of our sanitiser stations, every guest must use a sanitising station before seating can commence.

All tables will be thoroughly cleaned and sanitised by our team following our cleaning procedures, this includes all condiments on tables, the table itself and all chairs. The team will ensure this has been completed before new customers can be seated.

Any guests displaying Covid-19 symptoms may be asked to leave the premises and return on another date.

The restaurant, table plan and facilities:

All of our tables, inside and outside have been individually measured to follow social distancing guidelines. As a result of this, there will be a reduction in tables available both inside and outside and our table plan has been redesigned to meet the guidelines.

If you have booked an outside table with us, unfortunately, due to our reduced table plan and guidelines you will be unable to move inside on the day. If you wish to amend your booking to an inside table, please contact us before your booking and we will do our best to amend the booking for you.

Following government guidelines, we have reconfigured the layout of our table plan inside. We can now have a maximum of 6 covers on one table inside.

Each service there will be a duty manager on the restaurant floor who is responsible to ensure and oversee the completion of our cleaning schedules for that service. The duty manager will also be fully trained to answer any customer queries and questions regarding guidelines. All of our team will have completed a certified training module of COVID before returning to the workplace.

All of our food menus will be single-use, printed on A4 and will be recycled appropriately. Our wine and drinks menu will be laminated and used once per day. After use, it will be held in an enclosed container and thoroughly deep cleaned before reuse the following day.

Our team will be following daily cleaning schedules and will be using a proven viricidal & bactericidal disinfectant to clean down all surfaces frequent contact areas such as door handles.

Our toilets will be open, there will be a marked queuing system in place, the entrance door will remain open to encourage airflow into the toilets. We have a cleaning schedule implemented and displayed for our toilets, the toilets will be deep cleaned before lunch service and before dinner service each day and smaller clean completed every 30 minutes.

We have implemented designated floor markings in required positions to help with social distancing when entering, navigating and exiting the restaurant. We ask all of our customers to maintain a minimum of 1m distance from other guests. The appropriate and necessary signage and social distancing measure sign will be on display throughout the restaurant.

Settling the bill – We ask all of our customers remained seated when ready to pay the bill, our team will come to the table to take payment. We ask all of our customers to please pay by card when possible. Our card machines will be sanitised between use.

Crab House Team:

All of our team will have completed a certified COVID-19 online training course before returning to the workplace. All team will be fully trained in the correct cleaning protocols and the most effective way of keeping risk at a minimum.

Upon arriving to work, all team will have a temperature and welfare check. If any team members record a high temperature or are experiencing symptoms of COVID, they will be asked to self-isolate for 14 days and required to take COVID test.

We have placed several hand sanitiser stations throughout the restaurant and back of house area for staff to use. All staff have been trained in the correct way to wash hands effectively and we also have the appropriate signage on display and throughout the restaurant. A sanitiser station will be positioned next to the pass and staff will be required to use the sanitiser before taking food to a table.

Our staff will be allocated serving cloths, bottle opener, waitress pad and pen for individual use before service.

PPE will be issued and made available to all team members before service. This will not be made compulsory for our team to wear, but readily available if they wish to wear.

Whenever possible, we will operate with our teams being allocated into set working teams and mirror the same working patterns.