



SAFETY AND SOCIAL DISTANCING

BEFORE YOU VISIT

- The Coffee House will operate daily within the Merchant Adventurers' Hall and when the weather is dry in the gardens from 10.00am to 4.00pm.
- The gardens will be open to the general public who can use the benches but only Coffee House customers will be able to use the tables and chairs.

ACCESSIBILITY

- Level access is available for those that require it from the Fossgate entrance.
- Alternatively, details can be provided in advance of a visit, so if you or someone in your party will be visiting in a wheelchair, please do call in advance and we can reserve you a table.

ARRIVAL & DEPARTURE

- As part of the NHS Track and Trace regulations, we are required to take your contact details. When you order at the counter, we will ask for the following:
 - Full name of lead person in the group
 - Number of people in the group
 - Phone Number or Email of lead person
- There will be tables and chairs spaced around two areas. We ask that you please leave the tables where they are positioned as this allows us to maintain social distancing requirements.
- The dining areas will be 'fogged' (a procedure which involves a water-based spray that sanitises all surfaces) prior to opening and then again once we are closed.
- The tables, chairs and reusable menus will be cleaned by Hall staff after every use.
- There will be a hand sanitiser station positioned near to the Coffee House counter for your use.

ORDERING

- Our friendly staff are on hand to take your order, there is a high plastic screen between you and the staff member with a small gap at the bottom through which items can be passed. The member of staff will either be wearing a face covering or visor.
- The counter area will be 'fogged' prior to opening and then again once we are closed. Any surfaces will be cleaned after every customer and our staff will follow strict hygiene guidelines.
- We will only be accepting card payments at this time and we would prefer customers to use contactless if they are able.
- You will be asked to return to your seat and your food and drink will be brought to you by a member of staff.
- If you are ordering to dine in the garden, please remain at the counter or in the designated waiting space to collect your order.
- There may be a queue at the counter and for collecting your order. We ask that you remain, where possible 2 metres from the next customer at all times.
- All our food is freshly prepared that day. Within the Coffee House, all food and drinks will be served on plates and in cups whilst in the garden, food and drink will be served in disposable containers.
- As our food is prepared in advance so our menu for those with special dietary requirements is limited but please ask at the counter and our staff will endeavour to help.
- Your table will be cleared and cleaned by the Hall Staff once you have left. All the items which are disposable can be composted so will go back into looking after our garden!
- Last orders will be at 4.00pm and Hall staff will start closing the Hall and gardens at 4.30pm.

TOILETS

- We will have toilets available for customers of the Coffee House. However due to social distancing restrictions, only three are available at any one time, this includes an accessible toilet with baby changing facilities.
- The toilets will be operated on a light system. If a light is on, the indicated toilet is in use. You will be asked to wait in a designated area until the light goes off.
- If there is a queue we ask that you remain, where possible 2 metres from the next customer at all times.
- There will be a hand sanitiser station positioned near to toilets which you are free to use.

- The toilets will be 'fogged' prior to opening and then again once we are closed. All surfaces, handles and taps will be cleaned hourly with Hall staff following strict hygiene guidelines to maintain the highest standards of cleanliness.

OUR STAFF ARE HERE TO HELP

- Please do ask any of our staff if you have any queries or concerns. We are here to help!
- All our staff will be trained on our health and safety procedures.
- We ask all visitors to be considerate of each other and of our staff.