



SAFETY AND SOCIAL DISTANCING

BEFORE YOU VISIT

- The Coffee House will operate daily within the Merchant Adventurers' Hall the gardens from 10.00am to 4.00pm. If the weather is forecast to rain all day, the Coffee House and gardens will not open. Our website will be updated should this be the case.
- 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.
- Face coverings must be worn at all times inside the Hall (should you wish to use the toilets) unless you are exempt

ACCESSIBILITY

- Level access is available 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

- On arrival you will be asked to wait to be seated. As part of the NHS Track and Trace regulations, we are required to take your contact details. A member of staff 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
- We also have a Coronavirus NHS QR code for the Hall which you can scan on your phone by using the NHS Covid-19 app.
- You will be shown to your table by a member of staff and provided with menus, we then ask that you remain seated.
- There will be tables and chairs spaced outside in the garden. We ask that you please leave the tables where they are positioned as this allows us to maintain social distancing requirements.

- 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 dining areas for your use.

ORDERING

- Our staff will come to your table and take your order. The member of staff will either remain 2 meters away or will be wearing a face covering or visor.
- Our staff will bring your order to the table.
- When you are ready to pay, a member of staff will direct you to the pay point (underneath a blue gazebo). We will only be accepting card payments at this time and we would prefer customers to use contactless if they are able.
- All our food is freshly prepared that day. Food and drink will be served in disposable containers.
- 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 close the gardens at 4.30pm.

TOILETS

- Face coverings must be worn at all times when using the toilets inside the Hall.
- 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.

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