



Your Covid protection

Bleeding Heart has taken the best possible advice on maintaining the most stringent levels of Hygiene and Health and Safety standards in compliance with current government and local authority guidelines to ensure the comfort and safety of our customers and staff.

With those in mind, we ask that you:

- Provide your contact details (first and last name and contact number) when booking and, if required, that of your guests, in compliance with NHS Test & Track, known as QR Code, when arriving at the BH.

These details will be kept for 21 days and then disposed of

- Observe your arrival time as per your reservation so that we can ensure proper social distancing upon arrival and departure
- We will generally not be able to accept 'walk-ins', so please do call ahead and we will make every effort to accommodate a last minute reservation for you.
- We would kindly ask that you wear a face covering on arrival, until you are seated and while moving around the restaurant.
- Hand sanitiser will be available in all areas for your use
- We ask that you refrain from visiting the restaurant if you are displaying any symptoms of COVID-19, as we would be obliged to refuse entry.
- Guests are kindly asked to respect social distancing guidelines at all times – *the 2m Rule*
- There will be a minimum of 1m distance between the tables that are seated back to back and next to each other.

- A maximum of six guests from separate households or two households may share a table (A household includes legal bubble)
- Customers may use the indoor toilet facilities.
- Menus will be on single use paper.
- All common surfaces will be sanitised at regular intervals throughout our opening hours.
- Our guest restrooms will be sanitised between each visit.
- Our kitchens will be continually sanitised throughout the day
- We strongly encourage and request cashless payment.

Our Team

- Full and thorough training of all team members on essential hygiene and respiratory etiquette, physical distancing and appropriate risks associated with operating in a Covid-safe workplace.
- Conducting a health assessment including temperature check for all team members prior to every service and before entry into the restaurant.
- Staff showing any symptoms or residing with anyone who is showing symptoms will not be permitted to enter.
- Face masks and gloves will be worn by all food handlers in the kitchen. Gloves will be changed between tasks, in addition to washing hands for a minimum of 20 seconds at regular intervals.
- Customer facing staff will wear face shields at all times and wash their hands at regular intervals for a minimum of 20 seconds, and sanitise their hands between serving tables