



Covid-19 - Our Health & Safety Message.

Dear guests,

We are delighted to announce the re-opening of Four and Twenty on the 7th July 2020.

Whilst we closed due to the uncertainty of coronavirus and government guidelines, we wanted to update you on the precautions we are taking to ensure that our restaurant remains a safe space for our guests and employees to enjoy over the coming months.

We have stepped up additional precautionary measures across our business, a few of them we wanted to highlight below;

- As always, our restaurant maintains the highest possible level of hygiene and are, as always, cleaned regularly and meticulously with sanitisers, now so, more than ever. We have been kitted out with extra hand sanitiser so please feel free to make use of this during your time with us.
- Our team has been fully briefed with current government requirements and are undertaking extreme levels of health and safety procedures to ensure that guests and other staff members are safe.
- We have reduced the number of tables in our restaurant to maximise space around diners and have changed our standard service procedures around cutlery changes to reduce contact.
- Our team will be standing at a further distance from our guests and minimising close contact where possible.

Our full health & safety manual that has full details on all our process and procedure can be viewed below.

Thank you for all your support, and if you have any further questions please do not hesitate to contact us via email:
info@fourandtwentypenrith.co.uk.

We look forward to welcoming you to Four and Twenty soon!

The Four and Twenty team.



**EXPANDED HEALTH & SAFETY PROCEDURES.
STAYING COVID-19 SECURE IN 2020.**

Four and Twenty Restaurant, June 23rd, 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19.

MAIN STEPS TO ENSURE WE ARE WORKING TOGETHER SAFELY.

We have carried out a COVID-19 risk assessment and the results will be shared with the people who work across our business.

We have additional cleaning, handwashing and hygiene procedures in place according to current government guidelines.

We have taken all reasonable steps to assist our team members that are able to work from home.

We have taken all reasonable steps to maintain a distance in the workplace, again in accordance with current government guidance.

Where our staff and guests cannot be sufficiently apart, we have done everything practical to manage transmission risk.

STAFF ATTIRE & PROCEDURES

ALL team members have been contacted and assessed for Personal health concerns.

Familial health concerns which could impact team members returning for work have been addressed and have been eliminated.

Arriving for work all team members will be temperature checked daily in a designated area, asked for COVID-19 symptoms and will be asked to immediately sanitise then wash their hands before proceeding through the building.

Uniforms are washed at 60° and worn clean every day. If on a split shift, aprons will be steam sanitised in-between each service.

All team members will wear face masks and gloves as and when we feel required and a higher risk is presented.



ENHANCED STANDARD OPERATING PROCEDURES.

The restaurant has a Duty Manager present to assess and control the movement of guests and teams during the day and will record the IN/OUT of the teams and check the area.

Every menu is single use. A weblink will be offered to dinners to look at the wine list and menus from their own device, if they choose not to have a printed copy.

We will be reducing the number of team members attending each table and have a strict role for each team member.

Linen napkins will be replaced with paper napkins on the table and all doyley's, etc will be single use.

After every interaction with a guest which results in contaminated contact (e.g. removing plates/glasses from a table), staff are required to wash/ sanitise their hands.

Hand sanitisers and wipes are made available for both staff and guest use in all areas.

Face masks will be available team members (disposable one for in-between service).

Scheduled sanitising of all shared surfaces every 30 minutes.

No physical contact such as handshakes, high fives, hugs etc will be permitted

Guests will have access to hand sanitizers throughout their time with us.

WELCOMING OUR GUESTS

Upon entering our restaurant we will kindly ask our guests to;

Sanitise hands with provided hand sanitisers

To confirm that they are not experiencing any COVID symptoms.

If guests would like us to hang their coats for them, unfortunately we will not be offering a cloakroom service, coats can be kept on chairs and the chairs will be sanitised after use.

DELIVERIES ACROSS ALL OUR BUSINESSES.

We are fully briefed on all our suppliers processes and hygiene procedures and have approved these.

Deliveries will be dropped by supplier to a specific area.

Deliveries are checked by a dedicated senior member of the team.

All third-party delivery boxes will be wiped and sanitized.