



**All guests visiting The Strand Cahore are required to read and fully understand the following information prior to visiting The Strand Cahore**

We are very excited to welcome everyone back and wish to make your visit as comfortable, safe and hospitable as possible. With this in mind, we take the safety of our staff and customers very seriously and wish to outline the following information prior to your visit. This information is not meant to be exhaustive and we are doing our utmost to make your experience with us as normal and enjoyable as possible!

**The Strand Cahore** will re-open our doors to the inside of the building for bookings only on *Friday 3<sup>rd</sup> July*. There may be some availability for 'walk-ins' due to last minute cancellations however we do advise that you book ahead to avoid disappointment.

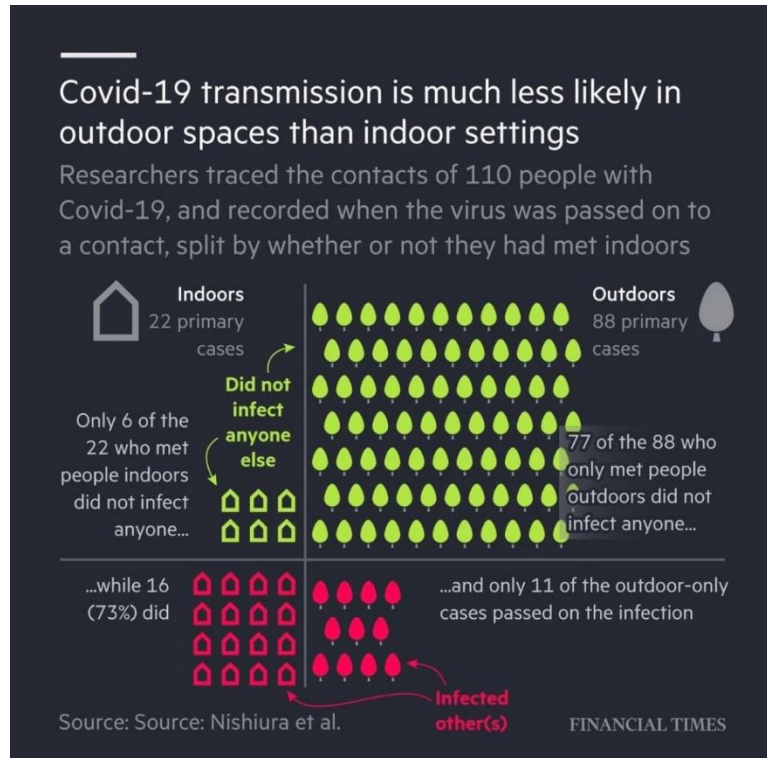
- There will be one entrance and one exit in operation.
- At the entrance to the building you will be met by a member of the team who will request your booking details and completed Health Declaration Form which will be filed with your booking details for traceability should it be deemed necessary.
- If you do not have a booking and there is table available at your request, you will be required as lead booker to complete a Health Declaration Form for the purposes of contact tracing.
- You will be made aware of the exit door for your departure and fire exits during your visit.
- Areas within the building will be sectioned off by decking rope and guests are not permitted to open or access these points.
- The bar will be a dispense bar only with screens on the bar counters for our staff and customer safety.
- We will operate table service only for food and beverage.
- Tables will be reserved – individuals from the same household only.
- A health declaration form to be completed by the lead booker of the party prior to being permitted inside the building – non completion will result in being turned away. Falsification of any details will not be tolerated.
- Credit card details are required for bookings of 6 or more guests. Cancellations are required 48 hours prior to booking, failure to cancel within time will result in 100% of estimated bill IE €20 per person food €10 per person beverage *\*If you are more than 20 minutes late for your booking, your table may be given away. If you are late for you booking less than 20 minutes, you will still be required to vacate the table at the specified time of vacation*
- Bookings over 6 people will be deemed as 'large bookings' and divided across tables for guest and staff safety.
- There will be an allocation of 1 hour and 45 minutes per booking with full meals per person required to book a table and to consume alcohol. Drinking only bookings are not permitted until further notice.
- Full meals for the purposes of The Strand Cahore are deemed as a 1. A starter and main course 2. A Main Course 3. Main course & dessert.
- Doors will close at 11pm sharp with every person having been vacated by this time –
- Please respect our staff and the protocols we have put in place for everyone's safety.

***\*Customers are not permitted to make consecutive bookings and are required to vacate after their original allocated booking***

***\*Full area sanitization will take place at regular intervals during the day***

***\* We will take the time from 3<sup>rd</sup> July to 20<sup>th</sup> July to monitor and review booking policy for when bars are permitted to open.***

We will continue to offer our take-away service from **The Hatch**. We encourage people to dine outdoors as much as possible with studies showing the Covid-19 transmission is much less likely in outdoor spaces.



**Our opening hours are as follows (we will monitor all of our decisions over the coming weeks and decisions will be dictated by the Health & Safety of staff and customers)**

### **The Hatch**

7 days per week

10am – 10pm

Serving teas/coffees, small plates, pizzas and desserts

Food from the Hatch may **NOT** be taken inside the building

### **Restaurant**

Thursday, Friday, Saturday & Sunday (closed Monday, Tuesday & Wednesday EXCL. Bank Holidays)

1pm – 8pm (last orders 8pm)

Full drinks list is available to your table when dining.

A substantial meal must be ordered per person such as Starter & Main Course OR Main Course & Dessert.

All tables will be seated for 1 hour and 45 minutes – this includes for food and drink. If you are late, your time slot remains the same as tables are rebooked. People cannot enter the building the way they used to, please do not be disappointed by this. They will be met by a senior person at a reception desk at the front door and asked do they have a booking. If they do not have a booking and only if a table is available, they will be brought to said table. All guests must leave the building



through the designated door. NO OTHER doors can be used for entering or exiting with exception of an emergency such as a fire! Guests will be notified of fire exits on entering the building.

We will be updating the COVID 19 page on our website to reflect all of the above and as we progress to the next phases as per Government and in line with Government Guidelines.

### **Social distancing**

The Strand Cahore will meet Public Health advice on maintaining physical distancing as per guidelines set out\* between people. Physical distancing\* does not apply to members of the same household.

### **Queuing**

Any area where guests are permitted to queue will be clearly marked for appropriate recommended physical distancing. This includes 1. The Hatch & any outdoor eateries and at 2. The entrance to the building

### **Guests' Arrival**

- Entrance doors will be propped open where possible, if in line with fire regulations.
- All tables will follow the Government's Public Health advice and will be spaced accordingly
- Customers are not permitted to move furniture under any circumstances
- Hand sanitiser stations will be available at the building entrance and the building exit
- When a group arrives to The Strand Cahore and needs to queue, only one member should do so with other members acting responsibly by staying in the car or distancing themselves outside and will adhere to physical distancing until the group can be seated.
- The Strand Cahore will minimise the number of access points for arriving and departing guests as per above. This does not affect fire exits which you will be made aware of on your arrival.
- COVID-19 signage will be prominently displayed outlining the physical distancing and hygiene practices that apply during your visit.
- Any person who does not comply with the protocols set out by The Strand Cahore will be asked to leave.

### **Indoor Areas & Waiting Area**

- Peak-period queuing procedures will be implemented if guests cannot be seated immediately.
- Separate groups that are not members of the same household will remain at a safe distance and are not permitted to 'join each other' – do not be upset or disappointed if you are requested to leave the premises if not following protocols.
- The inside of the building will be divided into areas/zones and allocated zone to each employee with minimisation and control of movement between these areas.

### **The following will be cleaned and disinfected frequently:**

- Beer taps, handles and optics
- Drip trays and washable bar mats
- Glass mats
- Handheld measures
- Cocktail equipment
- Ice buckets, scoops and tongs
- Fruit preparation equipment
- Storage containers, etc.

### **Drinks**

- To prevent cross-contamination, fresh glasses will be used for each new drink, particularly from optics and beer taps.
- When pouring drinks, employees will handle glasses by the stem or base and place on clean service trays or bar counter before serving. Avoid touching the nozzle, tap optic or bottle against the glass.
- Similarly, there will be minimal handling of glassware when clearing glasses. Here, service trays will be used where appropriate
- Straws will not be available at this time
- Where fruit garnishes are required, our usual good hand hygiene practices will be in place while preparing the fruit with garnishes refrigerated and in a covered container until required and serve using tongs/scoop.
- In advance of re-opening, the cleaning of beer lines will be arranged as a notice period may be required by breweries or suppliers.
- In advance of re-opening the entire property will undergo 'fogging' which sanitises all touchable surfaces for 28 days which will then be repeated.

### **Order Taking**

- Menus will be single use or made of a material that can easily be cleaned. Electronic menus, phone apps and menu boards may become an alternative option.
- It may be possible to verbally recommend food and drinks to guests. If so, this should be done.
- Recommended physical distancing will be followed when taking orders

### **Table**

- Before serving a table and after clearing a table, all employees will wash their hands for a minimum of 20 seconds or use sanitiser if hands are visibly clean
- Front of House personnel allocated to serve individual tables will adhere to physical distancing where possible.

*There will be no shared items on countertops or what was communal areas. Examples of shared items include:*

- Water jugs will be served directly to tables at each service
- Salt and pepper shakers will be served directly to tables at each service
- Unwrapped butter will be served directly to tables at each service
- Cordials will be poured by staff

### **Payment Facilities**

- Where possible, guests should use card/contactless payment. After bringing the debit/credit card machine to the table (if possible), it will be cleaned and disinfected before being used again.
- If handling cash, employees will be provided with gloves and observe the Government's Public Health advice on hand hygiene measures.

### **Face Coverings**

The Irish Government has recommended the wearing of face coverings where it is difficult to practice physical distancing, IE within our kitchen environs on a busy day, staff. If you as a customer wish to wear a face mask while visiting us, this is at your discretion.

The Strand Cahore provides Viroblock reusable face masks to all staff who cannot practice the recommended Social Distancing Guidelines which are treated with HeiQ Viroblock NPJ03, an intelligent Swiss textile technology that is added to the fabric during the final stage of the textile



manufacturing process. HeiQ Viroblock is designed to inhibit the growth and persistence of bacteria and enveloped viruses, such as coronavirus, on textile surfaces. These masks can be washed in a 40 degree wash up to 30 times and will be replaced after such a time.

*\*If staff are working in a small area with other colleagues, they will wear the facemask provided where it is not possible to practice the 2-meter distancing protocol*

**Please be reminded**

Last Orders (from 20<sup>th</sup> July) are at 10.30pm and doors will be closed at 11pm SHARP – these times will be reviewed on a weekly basis and in line with Government

Picnics are not permitted unless purchased from The Strand Cahore

*\*All day seating outside will not be permitted in the interest of safety for staff and customers. Guests are not permitted for more than 1 hour and 45 minutes per table. Please do not be upset if you are asked to vacate the premises.*

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