



the

WISHING WELL

Tea Rooms & Water Gardens

Covid-19 Security Document

Re-Opening Best Practices & Guidelines

The Wishing Well Tea Rooms and Water Gardens
161 Church Street
Weymouth
DT3 5QE

Foreword

The Covid-19 Pandemic has changed our lives and how we do business and will continue to impact all areas of society for some time to come. Government has set out its guidance and its plan on social distancing and its strategy for recovery and we will be guided by these but **our core aim is to keep our customers & staff safe whilst delivering the simply delicious food and drink you have come to expect from the Upwey Wishing Well**

This guide will outline the policies & procedures we have put in place relating to each of the six key areas shown in the diagram below.



Please note that as this is a working document, this was composed during Phase 2 of the UK Government's lockdown and as a result, plans could be subject to change with regular additions to information presented in this guide in line with current and new legislation presented to the hospitality industry received from the UK Government, HACCP, FSA & Health and Safety Protocol.

All information and references in this guide reflect information provided to us as part of Government legislation and should any information be amended; we will update and re-release to the public as soon as possible.

This document will be available to download to the public and will highlight The Upwey Wishing Well Covid-19 Staff Training policies.

As ever, we thank you for all of your support throughout these trying times and we are sincerely looking forward to welcoming you back to The Upwey Wishing Well as soon as it is safe to do so.

Covid-19 Action Plan

Re-Opening Best Practices & Guidelines

The Upwey Wishing Well, 161 Church Street, Weymouth, DT3 5QE

Tel: 01305 814470 Email: bookingsupweywishingwell.co.uk

Best Practice Overview

We are focusing on 6 key areas in order to keep our customers, staff and community safe during these unprecedented times. We take the safety of our customers, staff and local community very seriously we have and will continue to work tirelessly to create a safe space for you at the Upwey Wishing Well so you can enjoy spending time with loved ones whilst enjoying our simply delicious food and drink.

Health & Safety and Cleaning Procedures	Kitchen Processes & Procedures	Social Distancing	Guest Safety & Welfare	Staff Safety & Welfare	Overall Operational Procedures
<ul style="list-style-type: none"> • Hand Sanitiser Stations available outside & inside throughout the premises. • Disposable Menus. • 2- Stage cleaning process after each table turnover. • 3- Stage Deep Clean every day. 	<ul style="list-style-type: none"> • Updated HACCP/Health & safety Protocols in place. • Covid-19 Protocols adhered to by all food/produce suppliers. • Minimal contact between Back of House and Front of House staff members. • Reduced Staffing Levels to minimise contact. • All Back of House & kitchen staff to wear full PPE. • Staff rotated to minimize contact. 	<ul style="list-style-type: none"> • Perspex Screens installed where necessary within the venue. • Table distancing (2m) distance. • Reduced restaurant capacity (approx 50%) • Maybe necessary to implement time slots for guests. • Maximum guests per booking (according to guidelines) to avoid crowding & queues. • Guests (if possible) to pre-order food & drinks prior to arrival • 1-way system with signs & guidance posted throughout the premises. 	<ul style="list-style-type: none"> • Track & Trace protocols implemented on all guest bookings & walk-ins complying with Data Protection & GDPR Regulations. • Disposable Menus & Reduced menu distribution. • Condiments, Sauces & Cutlery provided when meal arrives. • 15 minute interval between table changes to allow cleaning including tops of chairs. • Guests are urged to contact the venue should you present with any symptoms (even mild) prior to arrival. 	<ul style="list-style-type: none"> • In-House staff training on all Covid-19 Practices • All staff required to wear full PPE, Nitrile (Latex-Free) gloves, Mask & Uniform • All staff sicknesses reported to relevant line managers and sickness/isolation procedures adhered to in line with Government guidelines. • Staff holiday requests to have meeting prior to approval with discussions regarding travel plans prior to signing off. 	<ul style="list-style-type: none"> • Pre-Ordering via telephone & online platform (pending) including table number. • Staff member roles & levels re-designed to minimise contact. • Card-Only payment service (payment when pre-ordering preferred.) • Pre-ordering encouraged to reduce Back of House & Front of house operations.



We will of course be more than happy to discuss in more depth the steps we are taking should you wish to contact us; our details are below:

Telephone: 01929 480205

Email: bookings@upweywishingwell.co.uk

Facebook OR Instagram: Just search for 'The Upwey Wishing Well'

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On arrival, guests are asked to follow guidance on where to wait to be seated. Only one group of guests will be seated at any given time to minimise contact with others and also to prevent over-crowding. Unfortunately, due to social distancing guidelines, we will limit group booking to the maximum permissible number set out by government guidelines.

Where necessary, we may ask our guests to wait outside or within a suitable inside area before we can seat you. This will allow us time to seat prior guests before being able to seat you. You will be able to see this through the relevant signage that we will have displayed around the building.

We have introduced a 'one-way' system throughout the building. This to minimise contact with others and to ensure a safe entry and exit into and out of the Building. The one way system will be clearly marked and whilst we have done our utmost to enable appropriate social distancing, there may be times where crossing over may be unavoidable. In these situations, we ask you to respect each other and use common sense to avoid impinging on other peoples space.

It goes without saying that our standards of cleanliness in the Toilets/WC's are of utmost priority and we will be increasing our toilet checks to once every hour. It may also be necessary to temporarily close one set of toilets at a time to deliver a 2-stage cleaning process and allowing the use of our disabled toilet in the interim whilst our toilets are temporarily closed. This will only be for approximately 10-15 minutes at a time maximum.



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Health & Safety & Cleaning Protocols

Hand Sanitiser Stations

We have installed hand sanitiser stations across the entire venue at key locations available for use to both guests and staff both inside and across the entrances & exits. This will also extend to 'staff only' areas so all members will have access to hand sanitiser.

We will also be providing all members of staff with personal hand sanitiser bottles to which will be kept upon their person in their uniformed aprons. This is in line with our own personal message of 'Be Wise & Sanitise'



Disposable Menus

We will be implementing an order at the table 'app' which we would encourage you to utilise. You will be able to order and pay from your table therefore eliminating/minimising any contact. You will also be able to find the menu on our complimentary Wi-Fi network which will be displayed when you log on. If this is not suited to you, we shall also be providing you with disposable menus which will either be handed to you upon arrival, or alternatively, be placed on your table. These menus are intended for one time use and will be disposed of when your table is cleared.

Cleaning Policies throughout the premises

Each table, after guests have completed their meals and vacated, will undergo a thorough cleaning process. This includes cleaning and sanitising of the table top and chairs including the removal of all debris. Furthermore we will routinely undertake the cleaning and sanitising of all surfaces including all work and bar tops, chairs, tables, till points, perspex screens, 'staff only' areas, door handles, hand sanitising points and all other public access points thereby reducing & minimising risk too our staff and guests.



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Kitchen Processes & Procedures

Please note that whilst Coronavirus (Covid-19) is a respiratory illness, there is no scientific link that Covid-19 is transmissible through food, or food packaging.

Updated HACCP, Health & Safety Protocols

All members of staff are fully trained in the latest Food Safety, HACCP, & FSA guidelines with specific protocols in place in respect to our operations and process of how our kitchen is run and how we store, prepare, and cook food. In light of Covid-19, we will be updating our processes and protocols to minimize even further any risk of transmission.



Covid-19 Protocols for food & produce suppliers



All suppliers of food & produce and by extension, drinks suppliers will comply with Covid-19 distancing protocols which will mean that upon delivery, all food goods will be delivered into a large secured shed located towards the rear of the property ready for our chefs'/kitchen staff to transport into the kitchen and stored accordingly. All alcohol will be delivered into our cellar by the delivery company and signed for remotely with social distancing maintained.

Minimal Staff Contact

We may also be required to create a 'staff only area' for front of house staff operations within the restaurant just outside of the kitchen doors (towards the right hand side where the cutlery is stored.)

All staff will be adhering to strict social distancing guidelines by where there will be minimal contact between staff members both in the kitchen, restaurant & bar which will be the result of reduced staffing levels adjusted to the demands and by extension to this, staff will be rotated in order to minimise cross transmission.



Staff PPE



All Chefs and Back of House staff will be required to wear full PPE consisting of face coverings & Nitrile Rubber Gloves in addition to the standard full uniform consisting of Chefs Whites, Trousers, & Safety Shoes in order to minimise risk of contact and transmission.

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Guest Safety & Welfare

Our Guest Safety & Welfare is without doubt our upmost priority therefore, we have ramped up our measures to ensure that we can keep all of our guests safe, comfortable and make sure that you enjoy your visits as much as possible.

Track & Trace

Due to current circumstances, it will be needed to implement a track & trace policy with guidance from the UK Government & complying with all Data Protection & GDPR guidelines. By dining with us, as per standard procedure, we will ask you for your Name, Telephone Number & Email address. These details will only be used with respect to the track & trace protocols, to contact you should we have any mitigating circumstances therefore allowing us to keep our guests and staff safe.



Condiments & Cutlery



In order to minimise risk and to reduce contact, we will be providing you with your cutlery and condiment sachets when we deliver your food. After guests have finished and left their table, we will remove all unused sauce sachets ready for use for the next guests so we can ensure that you are handling clean & safe utensils.

Table Changes

In addition to our reconfiguration of tables and the maximum number of guests to be seated at a table and our booking process, we will be implementing a 15-minute interval between bookings for the same table to allow an effective cleaning process including the tops of chairs therefore allowing you to be able to be seated in a clean and safe environment.



Communication



We, as ever love engaging with our community and our guests. All guests who have booked with us, we you to contact the venue should you or any person in your party present with any symptoms (even mild) prior to arrival. This is to ensure maximum safety and prevent any risk of contact as we reserve the right to refuse entry should any guest display symptoms. Likewise, if you or any guests in your party display symptoms within 14 after your visit, we ask you to contact us at the earliest convenience.

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Staff Safety & Welfare

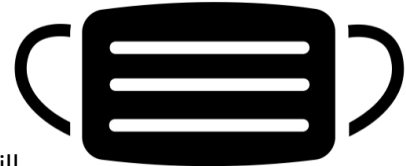
Training & Policies



Prior to re-opening, all of our staff members will have undergone thorough training in-house, complying with social distancing measures of all information relating to Covid-19 and our policies & practices.

Staff PPE

We appreciate that you to love to see a service with a smile, however in addition to our chefs and back of house teams wearing full PPE, all members of our Bar & Front of house team will be required to wear full PPE consisting of face coverings, nitrile (latex-free) rubber gloves and uniformed aprons by which will hold personal hand sanitiser for staff to use to ensure maximum safety.



Staff Sickness



All staff sicknesses will be reported at the earliest convenience to the relevant lines managers and Senior Management Team and policies surrounding sickness & isolation will be strictly adhered to in accordance to the current government guidelines.

Staff Holiday Requests

With the UK currently still uncertain as to when we can travel abroad, we are taking extra care with our staff members too. This is why any staff holiday requests will be subject to a meeting with management to discuss travel plans prior to signing off. This will enable us to effectively monitor, track & trace.



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Overall Operational Procedures

Pre-Booking & Ordering



We at The Upwey Wishing Well cannot wait to see all of our wonderful guests coming back through our doors very soon when it is safe to do so. What we do ask is that our guests pre-book through the normal ways via telephone and email to book your table as due to operational changes in light of Covid-19 and social distancing, we can only accept group bookings per table in accordance to the maximum permissible number as set out by the government guidelines. We will also be trialling out an online ordering 'app' which we have worked endlessly behind the scenes to bring an easy & seamless experience just for you.

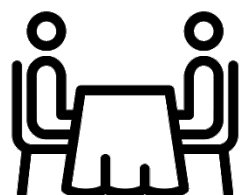
Cashless Payments

We will also be implementing a 'cash-less' payment system in place by where we minimise the risk of contact with cash handling and cash-ups by using card only and 'contactless payments preferred. Upon pre-booking your table, should you wish to pre-order your food, we are more than happy to take payment over the telephone prior to your arrival in order to ensure a seamless payment and dining experience. We also encourage pre-ordering in order to reduce front & back of house operations to minimise contact also.



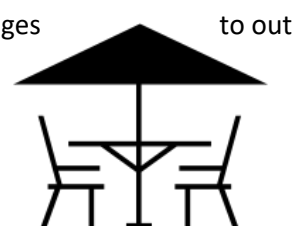
Table Reconfigurations

We are aware that our guests have their own 'comforts' and prefer a certain table, however, in order to maintain social distancing, we have unfortunately had to redesign our restaurant in order to cater for a different level of capacity. Therefore, we have had to temporarily change our table numbers and layouts. We have also made table number more visible in order to aid your arrival and journey to your table.



Outdoor Seating

As with our indoor seating arrangements, we have had to make some changes outdoor seating areas to keep in line with social distancing measures. All outdoor seating will be configured according to the most up to date government guidelines with a maximum permissible number of people as set out by government guidelines in order to prevent overcrowding.



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