



## COVID-19 Protocol

*In effect from July 2020*

The Beach Deck will be operating with the safety of everyone as our top priority. We have put the following measures in place to ensure the health & safety of our customers and staff:

### General

- We encourage customers to use the hand sanitiser provided on their arrival.
- All staff will receive training on our new standards regarding COVID-19 health & safety.
- Face coverings to be worn by staff where appropriate.
- Increased cleaning schedules of all public areas, with an emphasis on deep cleaning frequent contact surfaces.
- We will operate with a one-way flow system – Entrance via the ramp and exit via the steps.
- Cutlery will be brought to your table with your food and we will be using sachets of condiments for the time being.
- We ask that children remain the responsibility of their accompanying adult and that they ensure children stick to social distancing guidance while on our premises.
- Following recent Government guidance, we will be taking a record of our customers contact details and storing them securely, following all data protection regulations, for 21 days. This is for us to help with the NHS test and trace.
- We will not be taking bookings.

### Customer Toilets

- We have increased our cleaning routine for our customer toilets.
- The regular cleaning and checks will be documented and displayed in the toilets for you to see.
- We encourage diners to use the hand sanitiser provided before entry to the customer toilets.
- Beach Deck toilets will only be available to Beach Deck customers once they have a table.

### Indoor Dining

- It will be table service on our indoor tables.
- Where possible you will have a designated member of staff take your order and bring you your food to minimise the number of people you will encounter.
- Tables will not be laid up as usual. Cutlery, glasses and sauces will be brought to your table as needed
- Sachets of condiments will be used for the time being.
- In between uses the table will be sanitised.
- Staff will be fully trained on safe service and social distancing procedures.
- Face coverings to be worn by staff where appropriate.



### The Decking

- You will be greeted at the top of our ramp by a member of our team who will show you to your table.
- You will be able to order and pay for your food and drink from our outside order point, don't forget your table number!
- We request that only one member of your group comes up to place the order to keep the socially distanced queue to a minimum.
- We will bring your food, drinks, cutlery and condiments to your table.

### Take Away

- A limited take away menu will be available to order from 4pm-8pm, by phone or via our website.
- You will need to wait on the beach for your food to be available.
- We request that only one member of your group comes in to collect your order.
- We encourage customers to use the bins provided.

If prior to you visiting us, you have suffered from any of the following symptoms:

- High Temperature
- New continuous cough
- Loss of taste or smell

We kindly ask that you do not pay us a visit and follow all current government guidelines.

We will continue to review these procedures in-line with the guidance provided by the UK Government and Public Health England.