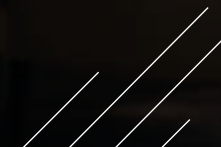


PAROGON

GROUP



Promise.



Contents.

- *Intro*
- *Team Safety & Hygiene*
- *Cleaning Procedures*
- *Customer Safety*
- *Operational Changes*



Promise.

Intro.

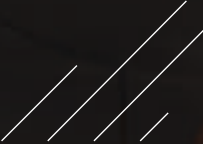
“ Covid-19 has seriously affected the hospitality industry.
We have worked tirelessly to bring you a safe dining
experience with peace of mind as we begin to re-open
& discover normality.”

*This is our promise.
We'll update you every step of the way!*

*Richard Colclough
Managing Director*



Promise.



Team Safety & Hygiene.

TEMPERATURE CHECKS

These will be carried out at the start of each shift.

REGULATED HAND WASHING

Team members will wash their hands every 30 minutes as part of our new schedule. We will also have hand sanitiser stations positioned around the restaurant and kitchen for staff to use.

TEAM MEMBER BUBBLES

We will create 'shift teams' where possible meaning only the same people are working together at the same time to reduce contact across our teams.

PROTECTIVE EQUIPMENT

The government have stated that wearing face coverings are not required however they will be required for all team members working in spaces where social distancing may not always be possible. This will include Kitchen sections and in some cases our smaller bar areas. Our servers who bring the food to your table will not be required to wear one unless they request it.



Promise.

Cleaning Procedures.

HOURLY CLEANING

We have always prided ourselves on our thorough cleaning schedules and 'clean as you go' mentality. However, we have introduced an hourly schedule to ensure our bars, waiter stations and kitchen sections are sanitised thoroughly.

TEAM & GUEST TOUCH POINTS

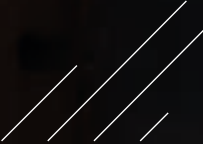
These will be sanitised on the hour and will include till screens, door handles and toilets.

CLEANING TABLES

We will clean and sanitise our tables between each use and have extended our reservation durations to accommodate this



Promise.



Customer Safety.

INCREASED SPACE BETWEEN TABLES

We have changed the layout of our restaurant tables, removing tables where required, to ensure that we maintain a safe distance between our guests.

TOILETS

We have created areas to queue outside our guest toilets and request that when the toilets are occupied guests use the designated areas until they become available.

HAND SANITISER

There will be hand sanitisers located outside each toilet and at all entrances and exits of the restaurant.



Promise.



Operational Changes.

BAR AREAS

These will operate a table service via reservations only. Our booking system allows you to book in at short notice if there are tables available that can safely accommodate your reservation. We will not be able to facilitate people standing at the bar.

CASHLESS

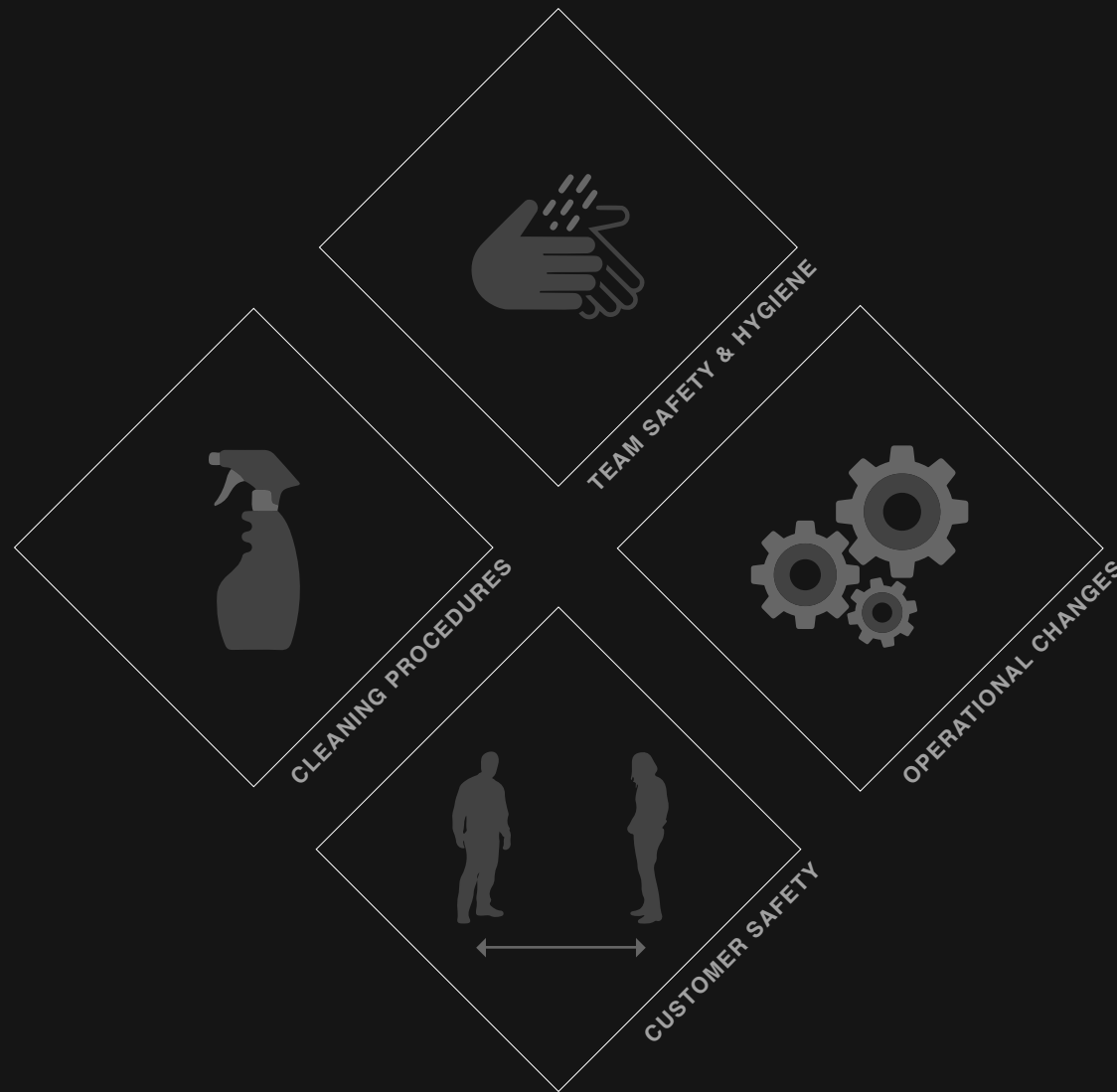
We feel eliminating the handling of cash for our team and guests is an appropriate action at this time so will only be accepting payments taken via card.

FLOW OF GUESTS

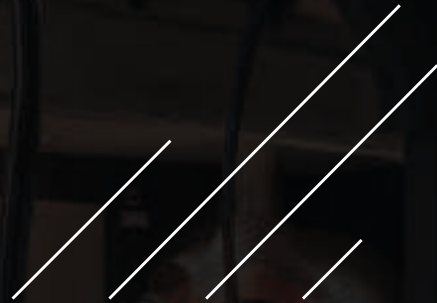
We have amended our booking system to control the volume of guests arriving at recognised 'peak' times which means arrivals and departures will be staggered throughout the day.



Promise.



Promise.



Promise.



P A R O G O N

GROUP