

COVID-19 Response

In response to Covid-19 and in order to make a commitment to our teams and guests we launched our Parogon Promise- a new set of working practices that would ensure the safety of all.

This included aspects of site hygiene, team hygiene, face coverings, new safe operating procedures, and guest requirements.

We changed our restaurant layouts, created new cleaning regimes, and constantly reacted to both the government regulations and our team/guest feedback to ensure we were safe, compliant, and well trusted. The cleaning procedures that we have in place continue to use an anti-viral sanitiser/detergent which conforms to BS EN 14476 requirements.

In July 2021 restrictions were removed from Hospitality venues and although the same requirements were no longer needed, we still maintained many of our new procedures.

Currently, in our venues, we leave the wearing of face coverings to our guests and team members discretion. We have also loosened our policy on bar service and party size, however, we have continually listened and reacted to guest feedback to ensure that the majority of our guests feel confident, comfortable, and safe within our venues.

Should you wish to find out further details about our safe operating procedures then please email privacy@parogongroup.co.uk with your query.