



Please take the time to read through our new Terms & Conditions. We thank you for your cooperation.

We look forward to safely welcoming you back to our venues.

As of July 4th, we have taken careful consideration to ensure that our venue is safe for both customers and staff. We have implemented the following rules in accordance with Government Guidelines:

1. For trace and track purposes the government has asked us to collect name, surname, and telephone number of each guest, without these your booking cannot be confirmed. If we come into knowledge of any of our customers testing positive for COVID-19 you and your guests will be informed.
2. Your guest's data will not be used for marketing purposes, it will only be stored in our system for a maximum of 21 days to allow track and trace, after this period it will be deleted.
3. By agreeing to this T&Cs you confirm that you and your guests are from a maximum of two households. Gatherings of people from more than two households are not permitted by law at this stage.
4. We are currently operating at a lower capacity and to comply with Government Guidelines the maximum number of people allowed per table will be 6, from a maximum of 2 households.
5. There is a 15-minute tolerance for bookings. If you are 15+ minutes late for your booking, you will be asked to join the waiting list queue until another table becomes available.
6. We are allowing a maximum of 90 minutes per booking. We have received a huge amount of booking requests since the reopening announcement and we are grateful for all the support. We do really want to give everyone the possibility to come down to enjoy their drinks so for the time being, this time limit has been put in place. This time allowance limitation applies to open floor areas not private areas. The 90-minute restriction can be extended for private events providing guests adhere to all restrictions in this article. We are also still offering a takeaway and collection service.
7. No walk-in customers are allowed. Tables must be pre-booked.
8. We will be operating on a table service basis only. No vertical drinking will be allowed. Orders will be taken at your table and glasses will be collected from your table.
9. Pre-ordered drinks are encouraged to save time and contact. Please contact your reservationist to arrange.
10. Hand sanitiser will be readily available in venue.
11. Upon arrival, door staff will assist you to your table.

As well as following these guidelines we have also worked with our specialist cleaning contractors and our specialist health and safety consultants to develop a COVID-safe standard for all our venues that we believe also represents a gold standard and on which we are audited, not just by Environmental Health Officers but also by our central team and own consultants. This includes regular disinfecting of surfaces and key hand contact points throughout the venue.

Our staff's wellbeing is crucial to us – we look after them so that they can look after you. There are various steps we're taking at the moment in addition to those described above. All staff have been provided with face masks to wear on public transport or back of house in the restaurants, as well as personal bottles of hand sanitiser that they will keep on their person. We do specific health checks every day and continue to support staff members who are more vulnerable on a case-by-case basis.

As with our staff we want you to feel as relaxed and content as possible. That may mean you have requests that reflect your own view of risks – disposable napkins or menus for example – and, as with any reasonable customer request, you should feel free to ask and we will do whatever we can to make you feel comfortable during your visit.

THANK YOU FROM US ALL AT THE MARYLEBONE LEISURE GROUP

