

DINE WITH CONFIDENCE



Cairn Group is pleased to present **'Dine with Confidence'** to give you reassurance that when you choose to eat at our venues you will experience a safe and healthy environment where the strictest hygiene procedures are in place.

The safety & wellbeing of our guests, visitors and staff is our highest priority and we are closely following government guidance to make best decisions in how we operate our business. In order to do this we have modified our dining service.

Please familiarise yourself with the below services and procedures.

HYGIENE & SOCIAL DISTANCING



- Sanitising stations will be provided at entrances and exits to all food and beverage areas for staff & guests
- Surface and touch point cleaning every 30 minutes as a minimum
- One way system, where possible for guests and colleagues safety
- Table service for all food & beverage, ensuring social distance guidelines are adhered to
- We will set and monitor maximum occupancy levels to maintain social distancing

FOOD & BEVERAGE PREPARATION



- All staff members undergo COVID-19 awareness and food hygiene training
- Non kitchen personnel do not enter the kitchen area – including delivery drivers
- Frequent touch points within the kitchen and food prep areas will be cleaned regularly at least every 30 minutes
- The same staff member does not handle clean and dirty dishes at the same time

DINING AREAS



- Your host will explain our social distancing protocols
- Clearly visible wall, floor and table signage throughout venue
- Pre-booked tables / time slots where possible to ensure social distancing is maintained
- Single use menus for all outlets and rooms and all menus are uploaded to our websites
- Salt and pepper in single use sachets

ROOM SERVICE



- Dining options will be communicated to guests at check-in and on the website
- Our staff will knock on the guest's door and announce delivery before stepping back from the door to a distance of 2m
- The guest will then pick up the tray from the trolley or folding table
- We will not ask you to sign anything
- We will ensure lift buttons, door handles and other touch points on the delivery route are sanitised every 60 minutes as a minimum, using sanitising spray as per dilution and contact time instructions

We hope you enjoy your food!