

# COVID 19 POLICIES

## WE'RE NOW TAKING BOOKINGS!

PLEASE USE THE DIARY ON THE REFECTORY LDS PAGE ON THE NORTHERN MONK WEBSITE, OR VIA THE FRESH FROM THE NORTH WEBSITE.

- Last orders will be called no later than 9.25pm, with a 5 min allowance to place any subsequent order.
- All customers must vacate the building no later than 10pm.
- Group sizes are limited to a maximum of 6.
- There will be no standing space available, all customers will be seated. Orders can be placed via the Fresh From The North app or website.
- Customers will be asked to wear masks inside the Refectory, whenever they're not seated at their table. In instances of medical exemptions, staff will ask for proof of such exemption.
- Queuing will be available for the Garden Bar when in use.
- Customers will be allocated a table when arriving at the Refectory.
- As part of the current government guidelines for Track & Trace, we are required to record contact information from every customer upon their arrival.
- We're now taking bookings. Please use the diary on the main Refectory LDS page, or via the Fresh From The North website (desktop only).
- Additional, socially distanced seating will be available in our events space, The Chapter Hall.
- Please avoid crossing other customers on the stairwell.
- 1m plus social distancing guidelines are in place for tables, customers and staff.
- We will be operating a table service system across the Refectory and Chapter Hall levels, there will be no queuing at the bar. The garden will have its own queuing system for a separate bar outside when in use.
- Drinks will be placed on 'drop-off' points next to your table for you to collect.
- Our team have received thorough training on new policies and procedures to ensure customers feel safe at all times.
- Hand sanitiser will be available at the entrance to the Refectory, and on all drop off points.
- Toilets will have maximum capacity limits, and respective queuing systems.
- Air conditioning will not be in use for the time being.
- All tables and contact points will be thoroughly cleaned at every opportunity.