

## Covid-19 –Information for Customers

### What to expect on your visit to Celino's

We would like to assure you that we have reviewed and continue to review Government guidance and are taking all possible measures to try to keep our staff and customers safe. We have undertaken a detailed risk assessment and on that basis have introduced procedures to reduce risk to our staff and customers.

#### DELICATESSEN – NOTICE TO CUSTOMERS

We respectfully ask that our customers follow the guidelines below:

- If you or any of your household have symptoms of Covid 19 or if you have been asked to self-isolate by NHS Test & Protect, please delay your visit to Celino's until after the required period of self-isolation.
- Please wear a face covering
- Please use hand sanitising stations provided particularly on entering the premises
- Whilst social distancing rules have now been relaxed, we respectfully ask that our customers continue to keep a safe distance from those in other groups and our staff (in line with Scottish Government advice)
- Please use card/contactless payment where possible

#### Please note you can still take advantage of our online services:

- **Shop Online** – This allows you to order and pay for a wide selection of goods from our delicatessen via our website and have them delivered to your home.
- **Click & Collect** – This allows you to order and pay, via the website, for fresh deli produce such as meats, cheeses, pre-prepared pasta dishes and lots more. You choose a date/time (at least 24 hours in advance) and store (Alexandra Parade or Partick) to collect these products from. Local delivery is also now available.
- **Celino's@Home** – This is our takeaway service that allows you order and pay, via the website or our app, for freshly prepared food from our a la carte menu (on the same day). You can choose to pick up from either Alexandra Parade or Partick.

#### RESTAURANT – NOTICE TO CUSTOMERS

Whilst social distancing rules have now been relaxed we note Scottish Government advice that people should continue to try to keep a safe distance from those in other household groups. With this in mind and in order to keep our staff and customers as safe as possible we will continue to keep the following measures in place for the time being. **Please note that the wearing of facemasks and obtaining customer details for Test and Protect remain mandatory.**

- Operating at reduced capacity and staggering bookings to try to avoid congestion

- Table layout carefully planned eg back to back, side to side positioning where possible
- Use of perspex screens
- A clear one way system and signage
- Waiting staff wearing face coverings
- Hand sanitising stations installed around the unit
- Tables will not be pre-set and A3 disposable menus will be placed on your table when you arrive
- Disposable condiments will be used where possible
- Tables and chairs will be thoroughly sanitised between customers

We respectfully ask that our customers follow the guidelines below:

- If you or any of your household have symptoms of Covid 19 or if you have been asked to self-isolate by NHS Test & Protect, please do not attend your booking at Celino's but inform us as early as you can to cancel/postpone.
- We recommend that you pre-book. We will accommodate walk-ins where possible but please bear in mind that we are operating at reduced capacity and the safety and comfort of our customers is our priority. Also, please note that you will be asked to leave contact details in line with NHS Test & Protect (see below)
- Please arrive as close to your reservation time as possible to ensure your table is ready and avoid congestion at the entrance.
- Please vacate your table at the time stated on your booking confirmation to allow staff to sanitise customer areas before the next booking arrives.
- Wear a face covering where physical distancing is difficult - when entering and leaving the restaurant and when going to the toilet.
- Follow signage/one way systems
- Regularly sanitise your hands
- Please keep your belongings with you, hang your jacket/coat on your chair
- Please use card/contactless payment where possible
- We are required by law to obtain and store customer details for 21 days for the NHS Test and Protect system. On entering the restaurant you will be asked to scan the QR code and enter your name and contact details in this app. If you do not have a device which allows you to do this, a member of staff will assist you. Your personal data is then encrypted and stored in a cloud-based system before being automatically deleted after a maximum of 21 days.