

THE
MARCUS
GILBERT
WAREING
SCOTT

Health and Safety Guidelines

Our policies and procedures will be continuously updated in line with Government guidance and industry lessons.

As of today's date, our protocol is as follows:

Tables and Floor Plan

- All our tables are spaced 1m+ apart
- Your cutlery will be served with your food.
- All tables and seating will be sanitised between sittings.
- We will be operating a one-way system for access to our bathrooms. There will be markings throughout the restaurant to indicate where you should go. Should you have any questions, please do not hesitate to ask our staff.

Staff

- All our staff have all undergone training to follow these procedures:
 - Hand washing every 30 minutes
 - Shared surfaces wiped every 30 minutes
 - Temperature checks when arriving for shift
 - Face masks worn while on shift
 - Adopting a 'one-way' flow of walking around the building (where possible)
 - Notifying the management team immediately if they develop any COVID-related symptoms and remaining offsite
- Our kitchen continues to follow the exceptionally high standards of hygiene that we've adhered to since opening.

Guests

- We kindly ask you to make use of the hand sanitiser available upon entry. It will also be available throughout the meal should you wish to use it.
- The manager on shift will discuss your service requests upon arrival – this includes how you'd like your wine and water served.
- We will not require you to wear gloves or face masks during the meal, but you are more than welcome to bring your own and do so.
- We ask that when travelling to our restaurant, you follow the guidelines set out by the Government.

Reservations

- 24 hours before your reservation, you will receive an email to confirm your reservation. If you have made a reservation with us but start to feel unwell, we ask you to cancel your reservation and re-arrange to join us another time. Our reservations team would be more than happy to assist you on 020 7278 3888.
- As per government guidance, we will capture the contact details of a member of your party for track and trace purposes. We will keep these on file for 21 days, so that individuals can be traced if required.
- Should we be notified of a positive diagnosis from one of our guests or a member of staff, we will be in contact with every booking to notify you of the next steps.
- We are spacing out our reservations to limit waiting times.

Menus

- There will be QR codes available on each table, which you can scan to view the menu and wine list. We will also have single-use menus available should you wish to view these. You are welcome to take these home with you, or recycle them upon your departure.
- It is essential we know of any dietary requirements in advance, so we can appropriately cater for them. Please let us know at the point of reservation if there are any allergies we need to be aware of.

Linen

All linen, including napkins and tablecloths, is used once before being laundered by our external linen company. You can read more about their procedures [here](#).

Cloakroom

Unfortunately, we are unable to operate our cloakroom in a safe manner. As such, you will need to keep all bags and coats with you at your table. Please keep this in mind when visiting us.

Payment Options

- We will prioritise contactless payment methods but will also be accepting chip-and-pin payment and cash as necessary.
- All our card machines will be sanitised after each use.

Guest Bathrooms

- We ask that all guests maintain physical distancing while using our bathroom facilities. There will be signage indicating the best way to and from the bathroom.
- All bathrooms will be cleaned by an attendant at 30 minute intervals.