

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 have taken the following measures to ensure that customers and staff adhere to the 2 metre physical distancing law:

- A clear one way system in operation and floor markings indicating 2 metres
- Perspex screens at service points
- Our staff are wearing face coverings and will try their best to limit their movement around the shop floor when there are customers in the shop
- Hand sanitising station has been installed at the entrance

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
- Please respect social distancing guidelines - follow signage and the one way system to maintain physical distance
- 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 (**Unfortunately, at present, this service does not extend to fresh deli produce eg cooked meats, pre-prepared meals**).
- **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.
- **Celino's@Home** – This is our takeaway service that allows you order and pay, via the website, 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

Please note that we are using the exemption, available to hospitality businesses, from the 2 metre physical distancing law and our restaurant areas are 1 metre zones. We would like to re-assure customers that, in line with the legislation, we have sought to use mitigations to minimise risk for customers and staff. In particular, we have introduced the following measures:

- 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 (the menu will have a QR code which will allow you to access menus online as well)
- Disposable condiments will be used where possible
- Tables and chairs will be thoroughly sanitised between customers
- Background noise will be kept to a minimum to reduce the need to talk loudly

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.
- Please respect social distancing guidelines:
 - Scottish Government advice is that up to 2 households, maximum of 6 people can meet in hospitality settings (Children under 12 do not count towards the 6 people)
 - 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. We are using the safe2go app (www.safe2go.live) to do

this. 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. It will be passed directly from safe2go to the NHS Test and Protect team if required.