

# EL Pirata

The safety of our staff and customers has always been taken extremely seriously at El Pirata. In light of the current Coronavirus pandemic this has never been more important. And so whilst our philosophy has not changed we now must ensure we work harder than ever to make everything as safe as possible for our staff and customers.

El Pirata has always been based around service, making sure our guests feel truly looked after, and playing host to your special occasions. Therefore, we have asked ourselves, how can we continue to do this to the level that we and our guests expect, whilst maintaining our focus on health and safety in a post-COVID world.

No doubt when you visit us you will receive the same warm, friendly, hospitable service which you are used to, however there will be a few a service adjustment which may seem unusual. These will be in place to ensure we have the highest standards of health and safety, so that you are able to feel comfortable in our restaurant, so please do bear with us. If guests have any further or specific concerns, we would kindly ask that you let us know and we will do our best to put you at ease.

We have worked with our specialist health and safety consultant to develop a COVID-safe standard for El Pirata. Below is a summary of our approach, and some of the procedural measures we are taking, to ensure El Pirata is COVID-secure.

- Revised table plan to ensure greater distance between tables
- Walk-ins are as welcome as they have always been, however in line with government guidance, we may request your contact details in case we need to follow up with you after your visit.
- We may ask you to wait outside if we don't have a table ready for you right away, as opposed to waiting at our bar.
- New food and drinks menus, which are disposable and will only be used once
- All staff to be temperature checked daily, and required to fill out a Fit-to-Work form before starting their shift to ensure they are well
- All staff are required to regularly wash their hands
- Staff are required to change their uniforms each day, and wash after each use
- Implemented a one-way system when walking through the restaurant to eliminate pinch points
- Removal of seating from our bar for the time-being, and providing table service for drinks
- Hand sanitizer available to guests when entering and exiting the restaurant, at the bottom of the stairs which lead down to The Cellar, and at the entrance to the WCs
- Only one person allowed in WCs at a time
- Sanitized wipes are available to guests upon request
- We will be strongly encouraging contactless payments
- Our restaurant will be stringently cleaned throughout the day and each night
- All team members are extensively trained on safe distancing and enhanced hygiene procedures
- We have restructured our staff rotas to reduce staff mixing time, and the number of team members working each shift

Thank you for visiting or showing an interest in coming to El Pirata. We are thrilled to be back serving you all once again, we hope you enjoy your time with us as much as you have in the past.