



K A I M A Y F A I R
REOPENING WELLNESS GUIDELINES

VERSION 12 MAY 2021



KEEP PEOPLE SAFE


Go Above & Beyond to Protect
our Family of Staff & Customers

NURTURE CONFIDENCE

Reassure through our daily actions.

REKINDLE CONNECTIONS

Remember why we are here.
To create culinary memories for our customers. Provide an
environment that creates lasting memories of good food,
for great friends and family.





I N T R O D U C T I O N

WHAT WE NEED TO ACHIEVE FOR CUSTOMERS AND OUR TEAM

- After more than 100 days, the restart begins with creating guidelines for reopening.
- Reassure our customers through our actions that we are able to provide a safe dining environment.
- Provide great meal experiences as we have done since 1993.

GOING BEYOND COMPLIANCE

Meeting the minimum standards of government guidelines is a given but restoring confidence with customers requires additional measures to be put in place.

CATERING TO CUSTOMER NEEDS

Recognise that customers may have differing requirements to feel safe and to do what we can to accommodate specific requests. We therefore need to listen, understand and reassure with our actions and this document is the start of providing that reassurance.

A GRADUAL REOPENING

From 24 July, we are intending to open initially for 2 days a week to get an understanding of the number of customers and also to ensure that we have all the necessary processes in place. We will gradually increase the number of opening days over time as demand increases.

BALANCING BETWEEN KEEPING SAFE AND RE-OPENING

There is a difficult balance between encouraging people to go back to enjoying restaurant experiences vs. maintaining strict isolation to further reduce infection rates. One action contradicts the other. The government guidelines have given us the freedom but also the responsibility to ensure that the actions we take keep our team & customers safe when reopening to the public.

EVER CHANGING STANDARDS

Our guidelines will continue to evolve over time.

G U I D I N G P R I N C I P L E S

The safety of our team and customer is all about balancing 4 things:

- Distance - Are you 2metres apart, between 1 to 2m or less than 1 metre?
- Length of Interaction - More than 20 mins, Under 20 mins or simply passing by?
- Orientation - Whether you are face to face or side by side or back to back?
- The implementation of other risk reducing factors where appropriate?



DISTANCE GUIDELINES

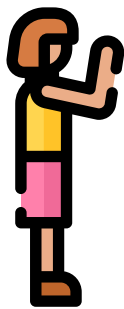
KEEP DISTANCES AS CLOSE AS POSSIBLE TO 2 METRES

*

KEEP CONTACT TO LESS THAN 20 MINUTES
REDUCE FACE TO FACE CONTACT.

*

VERY SHORT MOMENTS OF INTERACTIONS HAVE REDUCED RISK



2 METRES OR MORE



Minimal Risk or Minimal Danger

* No further steps needed *



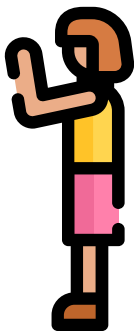
1 METRE TO 2 METRES



**Use "The One Plus..." Guideline
(1 Metre Plus a Risk reduction step*)**

* Keep Interactions to less than 20 minutes *

* Be Side by Side or Back to Back instead of Face to Face *



LESS THAN 1 METRE



Potentially "Close Contact"

* This should be minimised *

* PPE is encouraged if contact time is long *

* Keep interactions back to back *

* Staff working less than 1 metre apart should maintain a Contact 'Bubble' and avoid contact with other members of staff. *





FOR OUR
CUSTOMERS





R E S E R V A T I O N S

STAGGERING OF RESERVATIONS

- Customer staggering of reservations with less customers per slot
- Possible use 15 mins slots to avoid overcrowding.

POINTS TO MENTION DURING CONFIRMATIONS

- We encourage customers to arrive on time to reduce overcrowding issues at reception.
- Let customers know that we will be unable to admit any guests who appear unwell or are exhibiting a persistent cough
- Obtain a confirmation that customers have not been in contact with any confirmed cases of Covid-19 in the last 14 days''

TABLE SIZES

- We rely on our customers to ensure that their booking complies with current guidelines.



M E E T I N G G U E S T S

- * **Direct customers to waiting area as soon as they arrive**
- * **Undertake temperature checks.**
- * **Checking reservation there.**
- * **Additional groups should remain in entrance corridor**

TEMPERATURE CHECKS

- As an assurance to other customers temperature checks for customers will be conducted.
- Staff members should maintain a 2m gap when doing so. If within 1m then ensure PPE is being worn.

DOORS AND ENTRANCE

- The outer door will be remain closed and inner door open
- A sanitiser point will be provided at the entrance.
- A sign will inform customers to proceed to the waiting area by the bar upon arrival where the reservation details will be taken.
- Staff covering the reception will make regular checks to ensure that the sanitiser dispenser is always filled up.

WAITING AREA

- Where there is already a group in the bar area then customers entering will be asked to remain in the entrance corridor until the group at the bar has been seated.
- Sanitisers will be provided in the waiting area.

RECEPTIONIST

- Should be wearing PPE if close contact is likely.
- Reservation details will be taken in the bar area.



C O A T S / C L O A K R O O M

- * **Take coats from customer**
- * **Use plastic separators between coats belonging to different tables**

PLASTIC COAT SEPARATOR FOR CUSTOMER COATS

- We suggest that customers avoid bringing coats and items to reduce the proximity of objects within the cloakroom.
- Disposable plastic separators will be used between coats from e covers will be used for all customer coats.

CUSTOMER ITEMS

- We discourage customers from bringing any additional objects, bags or packages to the restaurant.
- Any items to be stored in the cloakrooms will need to be sanitised with the electrostatic sanitiser prior to storage.
- Please let us know if you don't not wish this to happen.





M E N U S

LIMITED MENU

- We are likely to be running a slightly reduced menu
- We will ensure that all the favourites are still there.

WAY TO ACCESS OUR MENUS

- Our regular menus will be provided to each table.
- As an option, QR Codes will be available for customers to view menus on their personal devices.
- Disposable printed menus will be available upon request.



P E R S O N A L H Y G I E N E A N D S A N I T I S I N G

STAFF MEMBERS

- Good hygiene is the primary line of protection and hand washing using the 20 second timing for washing is always the preferred option.
- Hand sanitisers provide a practical alternative on the floor during service.
- Sanitise before picking up food and after customer interactions
- Staff will be provided with a personal bottle of hand sanitiser.
- As an absolute minimum, sanitising or hand washing should occur every 30 mins

CUSTOMERS

- Sanitisers will be placed on every table for their use.





T A B L E L A Y O U T

TABLE SETTING OPTIONS

- Tables will be set with a regular setting as before
- Customers can request a fully unset table if they prefer.

TABLE SIZES AND POSITIONING

- All tables are more than 1 metre apart
- Some tables are more than 2 metres apart
- Measurements have been taken from customer to customer.

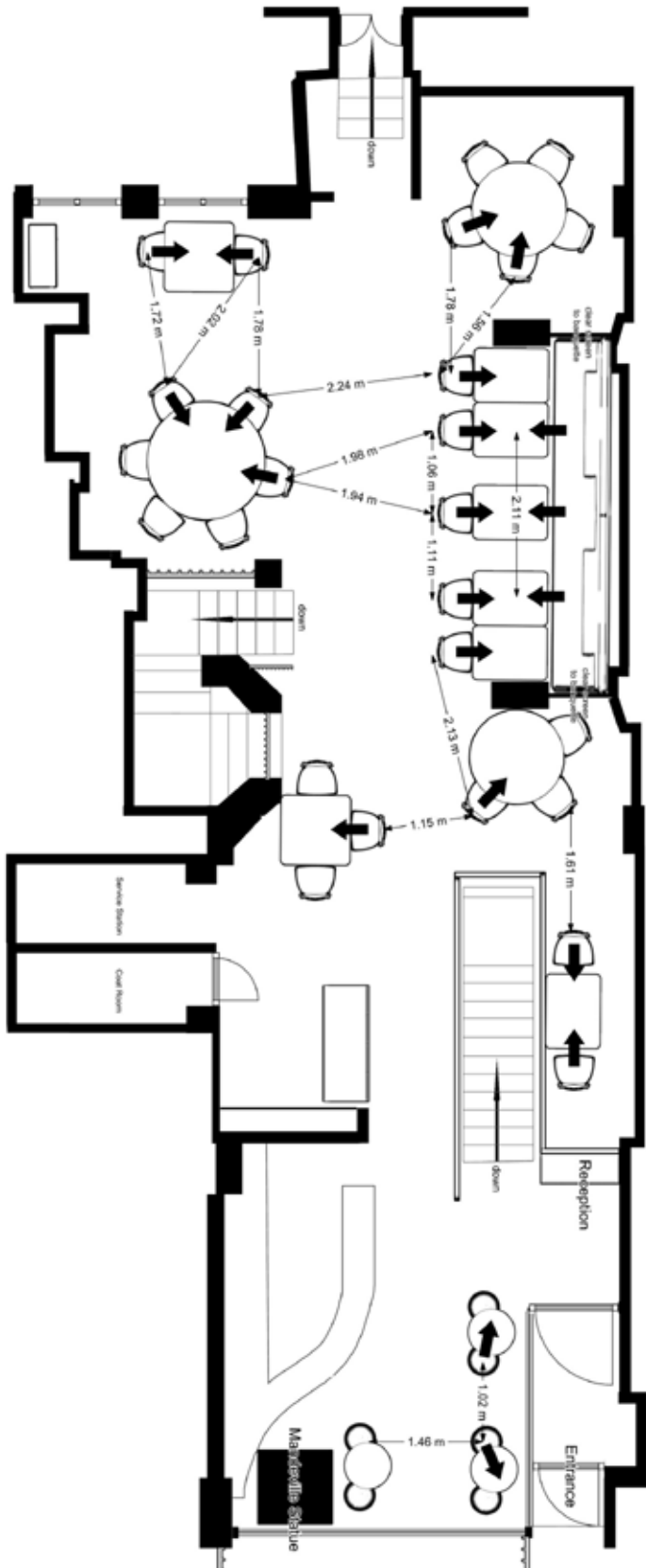
CUTLERY, NAPKINS & GLASSWARE

- We have purchased UV sterilisation ovens to keep cutlery extra safe.
- All cutlery should be placed in the UV sterilisation ovens prior to being laid on the table
- Switch UV ovens back on everytime you remove any cutlery from them.
- Napkin folding should be done using fresh disposable gloves
- Glassware is as always, washed at high temperatures.

SPACE CONFIGURATION

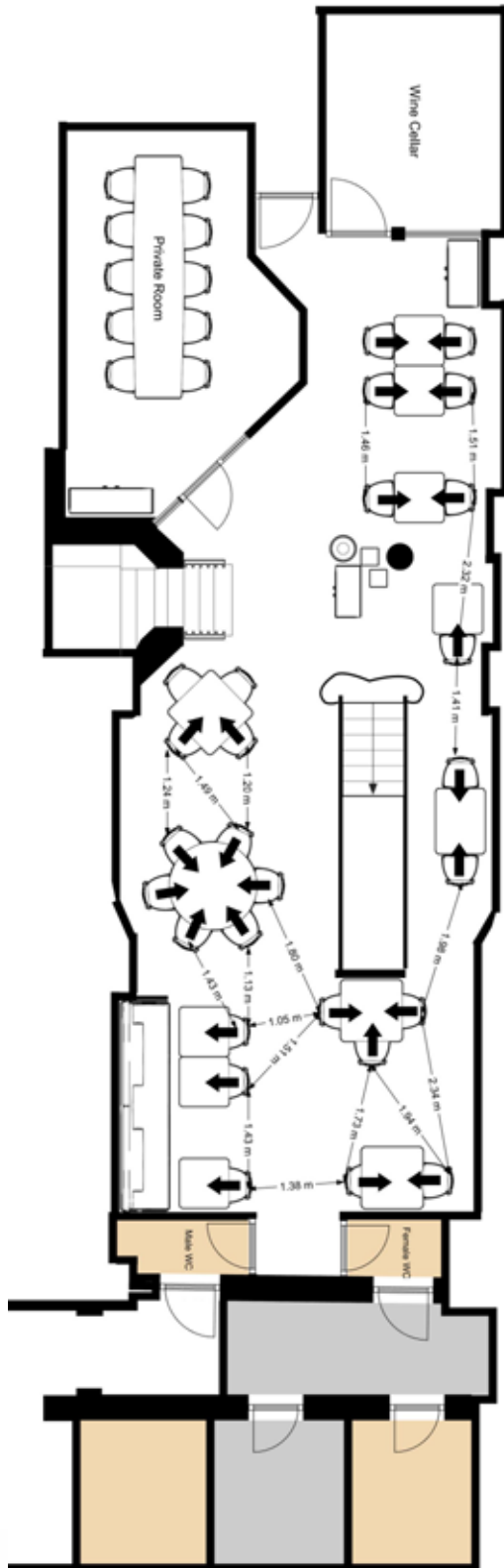
- Interior space has been reconfigured and adapted for social distancing between tables
- Some doors will be propped open to minimised the need to touch door handles.

GROUND FLOOR PLAN SHOWING DISTANCES BETWEEN TABLES



Arrows denote customer orientation being either side by side or back to back as a mitigating factor in accordance with the “1 metre plus” guidelines.

BASEMENT FLOOR PLAN SHOWING DISTANCES BETWEEN TABLES



Arrows denote customer orientation being either side by side or back to back as a mitigating factor in accordance with the “1 metre plus” guidelines.



T A B L E S E R V I C E

SERVING CUSTOMERS

- Be sensitive to your proximity to the table
- Minimise 'reaching across'
- Keep contact time below 1m to a minimum

CONDIMENTS

- Should be single use if left on the table for customers

PRESENTING THE BILL

- Spray bill pads before & after every use
- Disinfect all credit card machines using disinfection wipes presenting to customers

GIVING WAY ON STAIRS

- Always give way to customer to avoid crossovers.
- Where crossovers are unavoidable, angle away from customer when passing

AFTER CLEARING THE TABLE

- Sanitise table area with electrostatic sanitiser



C L E A N I N G

TOILETS

- Regular sanitisation to take place during opening hours.
- Disposable paper only with a dispenser either counter or wall mounted

STATIONS

- Electrostatic sanitisation every 60 mins
- Supplement with the use of sanitizing wipes.

CONTACT SURFACE CLEANING

- Every 60 mins
- Managers will be equipped with a wrist alarm to provide periodic reminders.

CHECKLIST OF CONTACT SURFACE AREAS

- Door handles
- Balustrade railings
- Kitchen door
- Toilet doors
- Pantry door
- Mission and till points
- Cloakroom door
- Banisters stair one
- Banisters stair 2
- Linen cupboard door
- Cutlery drawers
- All cupboard doors
- Staff toilet doors
- All service stations



CLEANING TIMING SUMMARY

TIMING	ACTION
After customer leaves	Sanitise table area using electrostatic gun.
Before serving food	Hand sanitisation
After customer interactions	Hand sanitisation
Anytime you leave and return to the floor.	Hand sanitisation / washing
Every 30 mins	Check and sanitise restrooms
Maximum 30 mins	Hand sanitisation / washing
Every 60 mins	Electrostatic contact surface cleaning

USE COMMON SENSE

- This is not an exhaustive list.
- Use common sense, stay clean to keep everyone safe.





SAFETY TECHNOLOGIES



S A F E T Y T E C H N O L O G I E S

* ELECTROSTATIC SANITISERS *

* FOOD SAFE SANITISERS *

* AIR FILTERING EQUIPMENT *

* AFTER HOURS SANITISATION *

* UV SANITISERS FOR CUTLERY *

E L E C T R O S T A T I C S A N I T I S E R S

Why have we chosen to use this?

- We use a food safe and eco-friendly sanitiser which totally harmless to humans but deadly to 99.9% of bacteria and viruses.
- The 'electrostatic' sanitiser creates an magnetic charge in the drops of sanitiser causing it to stick to all surfaces.

How to use it?

- Normal use - simply point the 'gun' and press the trigger.
- Setup process - see training videos.
- Refilling process - see training video.

When to use it?

- Contact Surface Cleaning - spray all areas which people touch every 30 mins.
- Tables and chairs after every customer leaves.

What to be careful of?

- Be mindful of surrounding customers when using the sanitiser.
- Keep 'gun' upright not being used as placing it on its side will cause the liquid to leak out.
- Place gun in a safe place when not in use - expensive piece of equipment.



S A F E T Y T E C H N O L O G I E S

O U R F O O D S A F E S A N I T I S E R

Why have we chosen to use this?

- An alcohol free, hospital grade disinfectant
- Extremely safe to humans
- Will kill viruses and bacteria.
- Used in wound treatments.
- www.liquidmedical.co.uk for more information

How to use it?

- It can be sprayed on or wiped on surfaces & hands to sanitise.

When to use it?

- See sanitisation table in previous sections.

Who should use it?

- Front of house teams.

What to be careful of?

- In correctly diluted form, it is a food safe product.





S A F E T Y T E C H N O L O G I E S

A I R F I L T R A T I O N E Q U I P M E N T

Why have we chosen to use this?

- A simple safety supplement to provide filtration of air within the restaurant.
- The filter is fine enough to filter out 99% of dust, bacteria and viruses
- We have 1 unit on every floor.

When to use it

- During opening hours.
- Press the button on the front of the unit to start
- Keep it on lowest setting - 1 light showing (max 3).
- Switch off at the end of the night before locking up.

A F T E R H O U R S S A N I T I S A T I O N E Q U I P M E N T

Why have we chosen to use this?

- It temporarily modifies Oxygen to a form which reacts with and destroys viruses and bacteria
- It will also help in the removal of smells from an area.
- Any unused modified oxygen turns back to life giving oxygen during the night.

When to use it

- Just before you leave the restaurant at night.

What to be careful of?

- It should only be used during the unoccupied overnight period.



U V S T E R I L I S A T I O N O F C U T L E R Y

Why have we chosen to use this?

- UV sterilising technology is used in laboratories and hospitals to disinfect equipment and UV is also used to purify water.
- A Chemical free way to remove viruses and bacteria.

How to use it?

- Place cutlery in oven and simply press the button to start.
- It has an automatic 15 minute timer.

When to use it?

- All cutlery should be placed into the UV Oven for storage before it is used on table.

What to be careful of?

- Sanitise hands before touching cutlery.





USE OF PPE





O U R P O L I C Y O N F A C E C O V E R I N G S A N D V I S O R S

UNDERLYING PRINCIPLE

- Great Hygiene as the first priority
- Reduce Risk through effective risk assessment actions
- Your actions prove your dedication to the process.
- Protect with PPE as a final resort.

OUR POLICY ON FACE COVERINGS

- We will provide reusable face coverings for our team members.
- Staff members are encouraged to wear face coverings.
- A variety of visors and masks will be available
- We are encouraging the use of reusable washable face covers to reduce the chance of cross contamination from dispensers.
- Each member of staff should keep their own masks clean and washed for daily use.

FRONT OF HOUSE

- Receptionists should wear mouth coverings as a minimum.
- Chef de Rangs should wear clear mouth coverings as a minimum.
- Commis and Pass members should wear visors or face coverings

KITCHEN TEAM

- Kitchen members should wear face coverings and/or visors.
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HOW TO WEAR A FACE MASK

Do's →



Adjust the mask to your face without leaving gaps on the sides



Cover your mouth, nose, and chin



Avoid touching the mask



Clean your hands before removing the mask



Remove the mask by the straps behind the ears or head



Pull the mask away from your face



Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it



Remove the mask by the straps when taking it out of the bag



Wash the mask in soap or detergent, preferably with hot water, at least once a day



Clean your hands after removing the mask

Don'ts →



Do not use a mask that looks damaged



Do not wear a loose mask



Do not wear the mask under the nose



Do not remove the mask where there are people within 1 metre



Do not use a mask that is difficult to breathe through



Do not wear a dirty or wet mask



Do not share your mask with others

A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.



World Health Organization