

Our Commitment to Safety - Jersey

As a business we are committed to serving quality food in an environment that both our team members and our customers can feel safe in, certain that the strictest procedures and protocols regarding the management of COVID-19 are being adhered to in all areas at all times.

This requires that both us as a business, and you as our guest, respect the government guidelines that have been put in place for the safety of those around us. Acting together, we will ensure an enjoyable and safe experience for all.

We ask that the following steps are practiced and respected by all our guests:

- Pre-booked tables are required to avoid any disappointment
- Guests over the age of 12 will be asked to check in using TRAX for track and trace purposes
- Guests' temperature will be taken on entry to the restaurant and anyone with a temperature over 38c will be refused entry. A non-contact infrared thermometer will be used
- Face coverings are no longer a legal requirement, however it is strongly recommended when in an indoor setting
- All guests are required to sanitise their hands on entering and leaving the hotel with sanitiser provided
- Please maintain social distancing in line with the government guidance
- We only accept contactless or Debit/Credit card payments. Regrettably we are no longer accepting cash as a payment method

As a business we promise to adopt the following:

- Stagger arrival times for diners to control the volume and flow of diners at any one time
- All team members will complete a weekly health declaration form
- All team members will have their temperature taken before starting each shift and only be permitted to work if within the guideline limits
- Team members will wash their hands at least once every 30 minutes or in between tasks. Those team members wearing disposable gloves will change them between tasks
- Team members will adhere to one metre distancing where possible
- All PDQ (payment) machines will be sanitised after every use
- All tables and chairs will be cleaned and sanitised between each booking. Tables will also be cleaned prior to each new table sitting down
- Strict hygiene and cleaning practices will be in operation in all areas and on a continuous basis
- Toilets will be cleaned regularly throughout the day
- All team members have been trained on how to minimise the risk of transmission of COVID-19 and on infection control procedures applicable to their tasks
- Physical barriers such as Perspex screens have been installed in high contact areas
- The hotels are working with the Safe to Trade Scheme and have been certified with the Visit Safe approval
- All team members are encouraged to participate in the regular Government workforce PCR testing
- In addition to the PCR workforce testing, Grand Jersey and L'Horizon are also participating in a Lateral Flow Test scheme