

FISHERTON MILL

COVID-19 SAFETY MEASURES

Below are the main measures which will be in place when you visit. It is our priority to operate safely at this time. We will adapt and adjust these measures as we go forward, according to guidelines and customer numbers.

- Large outdoor courtyard seating area with well-spaced tables and umbrellas to protect from the sun and occasional shower.
- Indoor café seating with reduced capacity and additional screens to allow for 1m+ guidelines to be met.
- We are now operating with table service only in the cafe and outside in our courtyard.
- Customers must wear face coverings when on the premises, except when seated at one of our cafe tables.
- Customers are provided with antibacterial hand sanitiser (minimum 65% alcohol) and disposable gloves upon entry and at the top of the stairs. We request that all customers use this, or the gloves, if they wish to touch items whilst shopping.
- Toilets will be cleaned regularly and protected monthly using the latest antibacterial technology <https://zoono.co.uk> which provides 30 day protection. There will be a 'one person' policy in place.
- Customer numbers will be monitored by staff and a queueing system will be implemented at their discretion.
- Windows and doors will be propped open to increase internal ventilation throughout the building and reduce contamination of door handles.
- Staff will regularly use hand sanitiser and wash hands often.
- Staff will be required to wear face coverings at all times.
- All counters have plastic screens in place for added protection.
- Antibacterial wipes are in use to disinfect card machine touch pads when contactless payments are not possible.
- Cash will be accepted however we will prefer contactless card payments.
- We will be operating a two-team system to minimise the risk of infection between our staff.
- For the time being we will not be covering the building with tape and floor arrows, which in many cases just confuses things. We will expect customers to move about the building with consideration for others and maintain a safe distance whilst doing so. Signs reminding people of this will be in evidence.
- When dining in the Café (internally or externally) each table will need to leave the contact details for the 'lead' person to enable track and trace measures to be implemented by Government agencies should that be necessary.