



PARK CHINOIS

THE NEW NORMAL

Our Commitment to Your Safety
COVID-19 Statement & Measures

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INTRODUCTION

At Park Chinois, we pride ourselves on our high standards and steadfast commitment to best-practice. In order to ensure that our guests and staff join us in a healthy and safe manner, we have adapted our venue and developed new working methods in line with government guidelines.

This document details how Park Chinois will adapt to the 'new normal' of hospitality life. We wish to reassure our guests on the measures we have implemented, as well offer guidance as to how we can work together to adapt and thrive in these times.

In addition to following government recommendations, we have enhanced our existing cleaning procedures, and have combined the use of technology to ensure all our staff are healthy and safe to enter the building. The health and wellbeing of our guests and our staff is of the utmost importance to us. This has always been the case, however, now more than ever, safety measures are of utmost importance.

Our commitment to service remains paramount. All Park Chinois staff have received in-depth training in the full implementation of our New Normal.

As always, we are on hand to welcome you and provide any assistance and information you require.



HAND SANITISER STATIONS
available on every floor and on reception when entering the building



SIGNAGE AND ONE-WAY SYSTEMS
have been setup where possible to help guests maintain social distancing



FACE COVERINGS
All kitchen staff are required to wear masks throughout the preparation and cooking process. Masks are provided for our front of house staff to wear on an optional basis



TEMPERATURE CHECK
Non-invasive daily temperature checks of all Park Chinois employees and guests upon arrival with state of the art thermal technology



TRACK AND TRACE
All guests will be asked to provide their contact details in advance of any visits for the purpose of COVID-19 related tracing



STAFF TRAINING
All our teams will be receiving return-to-work briefings, taken through all new processes in detail, given daily health checks and provided with PPE

ARRIVAL & GUESTS



Step behind the red doors and immerse yourself in the glamorous world of Park Chinois.

We have adapted our beautiful venue to the 'new normal', whilst retaining the magical escapism we so proudly offer. Your adapted experience begins on arrival, and we ask that you observe the new measures to ensure that we can all enjoy a memorable experience in a safe manner.

RECEPTION & ARRIVAL

On guest per group must provide their contact details at reception upon arrival. This is to ensure that we can get in touch with you if we need to, for the purpose of COVID-19 tracing.

TEMPERATURE CHECK

The temperature of all individuals entering the venue will be taken upon their arrival at reception with our state of the art thermal imaging camera and temperature check technology. Anyone displaying a temperature of 38°C or above will be asked to take a secondary reading.

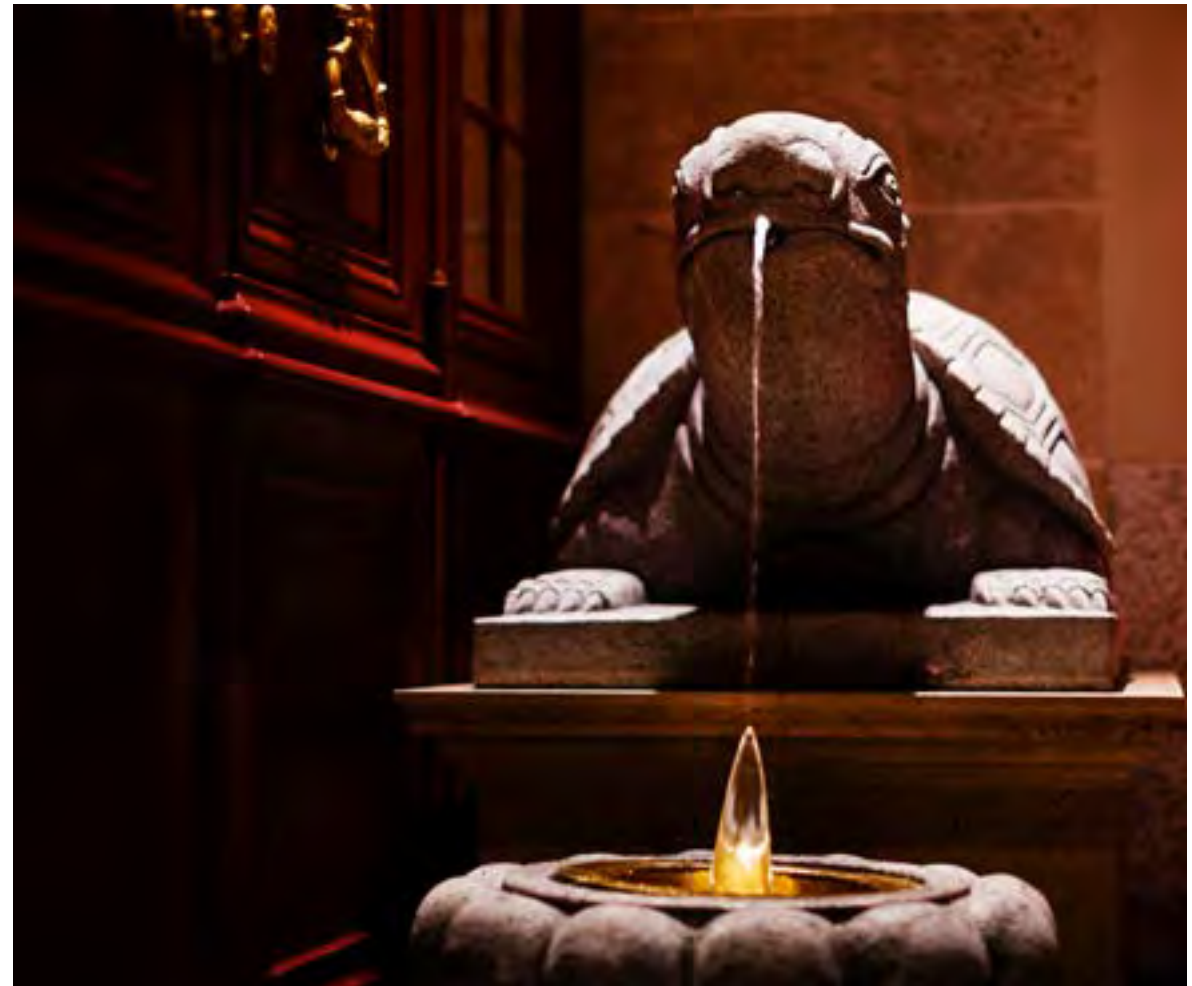
In order to best protect the health and welfare of our staff and guests, any individual who shows two temperature readings of 38°C or above will not be granted access on this occasion for safety reasons.

HAND SANITISATION

We strongly request that all guests sanitise their hands upon entry to the premises, as well as frequently throughout their visit. Hand sanitising stations are located at reception, inside all bathrooms and on the bar tops on both floors.

COATS & BAGS

We encourage you not to bring overcoats and bags to the premises. Kindly note that suitcases and very large bags can no longer be accommodated in the Cloakroom.



REMEMBER



If you have experienced Coronavirus symptoms, please do not visit the venue for 2 weeks



Wash your hands regularly for 20 seconds



Refrain from touching your face, and keep distanced from other guests and staff



Use a tissue for coughs and sneezes

ENJOYING PARK CHINOIS



SOCIAL DISTANCING

We ask that you observe social distancing in accordance with government guidelines. We have removed several tables and chairs to ensure there is sufficient distance between tables. A maximum of two guests will be admitted to use the restrooms at any point.

FOOD & DRINK SERVICE

In order to ensure our food and beverage service operates safely, our staff have been fully trained on how to serve you in a safe and considerate manner. We have a dedicated QR code to view our menus from your phone, and reduce the need to touch menus. Physical disposable menus will also be available.

MENU

We have reduced our menu and some dishes have been removed to allow for the team in the kitchen to be socially distanced. Menus can be viewed electronically with dedicated QR codes and guests are able to make contactless payments.

DOORS

Where possible doors will be propped open to minimise the need for people to touch door handles and to encourage better ventilation.

BOOKING

We ask that you are compliant with government guidelines regarding limits on the number of households in one party/social bubble. Information is regularly updated and can be found on the government website.



CLEANING

The health and safety of our guests and staff is our top priority and we are certain that our enhanced cleaning procedures will help to ensure you feel safe.

HOUSEKEEPING TEAM

Park Chinois' dedicated housekeeping team will continue to ensure the cleanliness of the venue is of the highest standard.

Our in-house team has received extensive training on how to use our new products safely and correctly, and how to adapt to their new schedules to ensure a safe environment. In addition to regular duties, each Housekeeper will adapt their role to ensure all touch-based surfaces are cleaned regularly.

CLEANING

All areas will be sanitised frequently throughout the day, focusing on high-touch items such as doorways.

Our floor staff have been trained to thoroughly sanitise seating areas and this will be practised as every table is turned.

OVERNIGHT CLEAN

Our evening cleaning team will continue to be more rigorous than ever.



REPORTING COVID-19

POTENTIAL SYMPTOMS & SELF-REPORTING

If a guest or Park Chinois employee shows any symptoms of COVID-19 we would ask them to reach out to us at reservations@parkchinois.com

We would ask that this person leave the building immediately, and follow the most up-to-date NHS and government guidance. Please email us to inform us and help trace all contact and space usage for the previous 72 hours. Please be aware, that we will not share your identity with any other guests.

Please continue to inform us of any accidents or incidents that happen within the venue.

CONFIRMED CASE OF COVID-19 AND RESPONSE

If a guest or Park Chinois employee tests positive for COVID-19, we will inform members who have been in contact or in the same space, however, the identity of the individual will be kept confidential.

We will take all necessary steps which includes deep and clinical cleaning, sanitisation and in an extreme instance, the temporary closure of the building.

