

PARK CHINOIS

OUR COMMITMENT TO YOUR SAFETY
COVID-19 MEASURES



Health & Wellness Policy

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 in line with government guidelines.

We would like to reassure our guests on the measures we have implemented. In addition to following government recommendations, we have enhanced our 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.

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

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



Arrival & Guests

Face coverings must be worn by staff and customers upon arrival. Coverings may be removed when seated at a table only.
Kindly note that guests will not be admitted to the venue without a face covering.

RECEPTION & ARRIVAL

One guest per group must provide their contact details at reception upon arrival. This is to ensure that we can get in touch 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 37,8°C or above will be asked to take a secondary reading.

In order to best protect the health of our staff and guests, any individual who shows two temperature readings of 37,88°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.



Enjoying Park Chinois

SOCIAL DISTANCING

We ask that you observe social distancing in accordance with government guidelines. We have removed 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

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.

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 be aware, that we will not share your identity with any other guests.

CONFIRMED CASE OF COVID-19 AND RESPONSE

If a guest tests positive for COVID-19, please report to the NHS track and trace service.

If a Park Chinois employee tests positive we will take all necessary steps according to NHS guidance.



