

The Owl Tree Children's Café CIC

COVID 19 POLICY

Helping you feel safe and providing a safe environment

- We have undertaken a full risk assessment of the premises, procedures and practises. A copy of this is available on request.
- We have reduced our capacity and have introduced a booking system to control numbers.
- We have organised our seating to ensure social distancing can take place and we are abiding by government guidelines with regards to maximum numbers and shared table space.
- We are utilising the outdoor space as much as possible – weather permitting.
- We are introducing a one way system around the building and ensuring there is no cross over between sessions.
- We have invested in a food and touch safe antibacterial fogger, that can accurately and thoroughly clean the room between booked sessions.

Staff

- Staff have been advised on our covid policy and practises and will continue to maintain high personal hygiene standards
- All staff who operate in the public space of the café will be wearing face shields.
- Staff will have their temperatures taken at the start of each shift.
- Staff will not come to work if they are experiencing any Covid symptoms or if they have or may have come into contact with a person who has tested positive for Covid 19.

Hygiene and additional cleaning

- All customers will be required to wash their hands thoroughly prior to entering the café.
- Hand sanitiser will be supplied on each table and around the room. We ask that you use these frequently.
- All furniture and items that remain in the café between sessions will be sanitized thoroughly on each occasion using our Sterimax Disinfecting Fogger.
- We are also operating a rotation system of toys, changing, cleaning and replacing toys between bookable sessions to ensure there is no cross contamination.

PPE

- Customer facing staff will wear face shields
- Customers are requested to wear masks when not seated at their table.

Service

- We will be operating a table service system.
- Single use condiments will be supplied
- All of our menus are laminated and are cleaned between sessions.

Keeping you informed

- We have displayed signs and advice around the premises to remind and instruct accordingly.
- Our Covid 19 Policy is available on our website and full risk assessment is available on request.
- We are retaining contact details in accordance with the track and trace system and will contact people accordingly if there is any reason to do so.

How you can help us

- Please do not attend the café if you and your child are feeling unwell and are experiencing any Covid 19 symptoms.
- Please ensure that you catch all sneezes in tissues and dispose of these in the foot pedal bins provided.
- Please wash your hands on arrival and regularly use sanitizer during your visit.
- Please wear a mask when not seated at your table and maintain appropriate social distance from other customers and staff.

Thank you for helping us to remain open and keep everyone safe

On behalf of The Owl Tree Children's Café Team