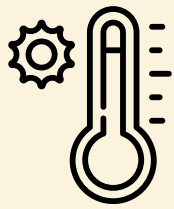


# HOPPERS

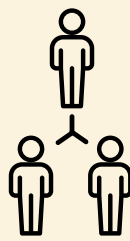
## COVID-19 GUEST INFORMATION

Hoppers understand that the health and safety of our staff and our guests are the uppermost importance whilst co-existing with COVID-19. We have developed new ways of working based on advice and guidance provided by the government and industry bodies. These include, but are not limited to the following:



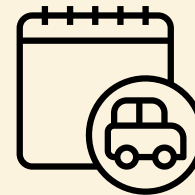
### WELLNESS CHECKS

Wellness checks are completed daily for all staff members arriving at work and anyone displaying symptoms of COVID-19 will be excluded from the workplace.



### TEST & TRACE

We are following enhanced return to work processes and supporting the NHS Test and Trace procedures. All guests are required to use the NHS QR code displayed on posters to 'check in' before being seated. This is so you can be contacted in the case of a localised outbreak.



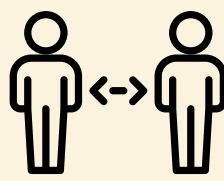
### SHIFT PATTERNS

We are staggering start times so staff can maintain physical distancing rules when they arrive at work, both on entry to the building and when using changing rooms.



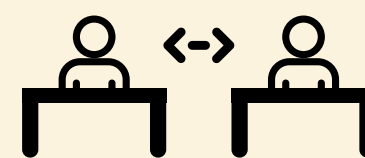
### ENHANCED HAND-WASHING

All employees have been trained in an enhanced hand-washing approach and method for effective handwashing. Alcohol gel is available in all front of house and back of house locations, accessible to both staff and guests. Staff will use this gel regularly, including before seeing guests, after taking coats, after issuing or collecting menus, and after clearing tables.



### REARRANGEMENT OF WORKING ENVIRONMENTS

Where possible, physical distancing has been marked out in our back of house areas (including our kitchens), to accommodate the 2m rule or 1m+. Some of our mitigating actions include working side-to-side and back-to-back, avoiding face-to-face working.



### LAYOUT ADJUSTMENT

Where possible, we have adjusted our layouts to allow for physical distancing between guests in accordance with the Government guidelines. We will be using the "1- metre-plus" approach where we cannot alter layouts to provide 2m distancing, we have ensured guests will be sitting in a back-to-back layout, thereby minimising risk.



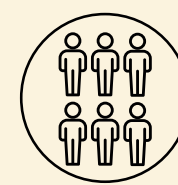
### GUESTS TO SANITISE HANDS ON ARRIVAL

On arrival, guests are asked to sanitise their hands before being seated.



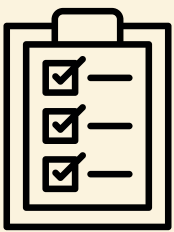
### GUESTS TO STAY AT HOME IF SYMPTOMATIC

We ask our guests not to visit us if they are displaying any symptoms of COVID-19, however mild.



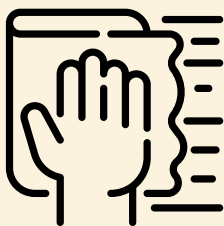
### HOUSEHOLDS/SOCIAL BUBBLES

Guests are required to limit bookings to the maximum number of individuals and households currently permitted by government guidelines.



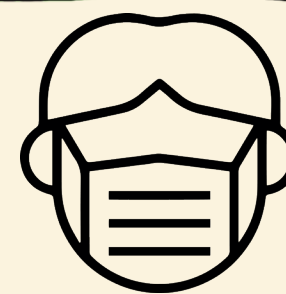
### COVID RISK ASSESSMENT

A risk assessment has been completed and documented to demonstrate that we have considered all COVID-19 hazards within the business and have introduced controls in order to operate safely.



### ENHANCED CLEANING REGIMES

Enhanced cleaning regimes have been implemented, particularly for hand-contact surfaces using chemicals which are highly effective against viruses. Guest bathrooms will be sanitised routinely, and hand sanitisers are available for all our guests upon entry of bathrooms.



### FACE COVERINGS

Guests are asked to wear face coverings while entering, leaving and moving around the restaurant, unless exempt. If you rely on lip reading, clear sound or facial expressions to communicate please inform us when making your booking or inform the host on arrival. Our staff may remind you of the requirement to wear a face covering, but you will never be asked to explain, justify or prove your exemption.



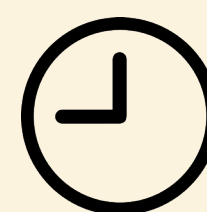
### PPE

Our staff will be adhering to government guidelines on the necessary levels of PPE, including the use of face coverings while at work



### FOOD & DRINK MENUS

Food and drink menus are fully sanitised between guests and are also available to view digitally.



### CLOSING TIMES

We are now required to close at 10pm, as such we have changed the time of our latest available tables. Unfortunately, we cannot make any exceptions to these new rules.