

THE GAUCHO EXPERIENCE - POST COVID-19

GAUCHO

SEPTEMBER 14TH 2020, AMENDED TO COMPLY WITH NEW GOVERNMENT UPDATES

Here at Gaucho we are making changes to adhere to the standard government guidelines across all our restaurants. These requirements and precautions are set to make you and our own teams as safe as possible whilst still enjoying the Gaucho experience for pleasure and whilst at work.

DECONTAMINATION AND STERILISATION

In addition to our existing (pre-COVID-19) cleaning supplier, Gaucho is now using the latest technology in decontamination fogging and sterilisation. We are exclusively using ex-British Armed Forces professionals to administer clinically tested chemicals in the air, covering the entire surface area of our restaurants. This technology provides a long-lasting protective shield on any surface that it is applied to, killing off 99.99% of bacteria and viruses.

The chemicals that are used are laboratory tested and clinically proven **to not be harmful to humans, animals or electrical appliances** once on any surface in our restaurants. The company we are using has recently cleaned interiors of NHS ambulances. We are committed to using best practice to look after your health in a clinically proven way.

Edinburgh

- Gatherings indoor and outdoor are only permitted for up to six guests from two households (excluding support bubbles). Children under 12 year's old do not count towards the limit of six guests.

Manchester

- Gatherings indoors are only permitted for up to six guests from the same household, unless you're in a support bubble.

STANDARDS IN GAUCHO RESTAURANTS

Your visit to your local Gaucho

- Indoor and outdoor gatherings are only permitted for tables up to six, with no limit on the number of households (including support bubbles).
Gaucho Edinburgh and Manchester are only accepting bookings for guests from the same household (excluding support bubbles)
- We will maintain social distancing of 2m (1m with risk mitigation where 2m is not viable) between tables and from guests when taking orders.
- All Gaucho restaurants will undergo a vigorous decontamination and sterilisation process before re-opening, and once fully opened these processes will be carried out at regular intervals.

- Hand sanitisers with foot pedals will be made available at reception and washrooms in all restaurants.
- The capacity in all Gaucho restaurants has been reduced by no less than 30%.
- A mandatory two metre spacing between tables will be enforced, ensuring you and your party are two metres away from other diners. Social distancing between guests dining together will be accommodated in our venues in accordance with government guidelines.
- In order to protect our guests and the Gaucho teams, vertical drinking and drinks receptions are not permitted in any Gaucho restaurant until further notice.
- It is against the law to gather in groups of more than 6 people, except for the limited circumstances as set out in law.
- We will minimise customer self-service of food, cutlery and condiments to reduce risk of transmission. For example, providing cutlery and condiments only when food is served.
- Minimise contact between front of house workers and guests at points of service where appropriate. For example, using tables between tills to maintain 2m between the team and guests (2m, or 1m with risk mitigation where 2m is not viable).
- We will adjust service approaches to minimise staff contact with guests. Outdoor table service will also be carried out, although guests are permitted to stand outside if distanced appropriately. Where bar or counter service is unavoidable, preventing guests from remaining at the bar or counter after ordering.
- We will provide clear guidance on expected customer behaviours, social distancing and hygiene to people on or before arrival, in online booking forms, our website and on-site signage. Our guests must understand that failure to observe safety measures will result in service not being provided.
- We are providing written and spoken communication of the latest guidelines to both our teams and guests inside and outside of the restaurants.
- Police and the local authorities have the powers to enforce requirements in relation to social distancing and may instruct guests to disperse, leave an area, issue a fixed penalty notice or take further enforcement action.
- If you are booking for large groups of nine or more, you will only be permitted to dine in our private dining rooms, until further notice. Rooms are subject to availability.
- We will be keeping a record of all guests and visitors for 21 days as requested by the government to assist in the track and trace scheme.
- All doors will be open where possible to avoid 'touch pad' contamination.
- Gaucho restaurants will operate a one-way system for entry and exit, where available.
- All washroom doors in our restaurants will be fitted with foot pull to avoid hand contact. Waiter stations in our restaurants will be stocked with sanitising wipe packs for your request.
- Our completed post Covid-19 risk assessment will be published on our website and displayed in every restaurant.

The Gaucho Team

- All members of the Gaucho team will ensure their hands are washed/sanitised upon leaving their house and immediately once arrived at work.
- All teams will be subject to having their temperature checked before working and will be sent home if a temperature is detected.
- Sanitiser hand pumps will be installed on walls at all front and back of house staff entrances.
- All team members will be required to pass a 'return to work' food hygiene training program.
- All teams will be required to take a return to work COVID-19 test, if provided by the government.
- All back of house teams will be required to wear government standard/approved face masks whilst working.
- All chefs will wear masks, hats/hair nets.
- All team members will wash and sanitise their hands no less than every thirty minutes.
- Our staff will refrain from physical contact with each other where possible and where not deemed necessary for their employment.
- Staff will not be permitted to share food or drinks at all.
- No use of mobile phones will be permitted whilst at work, including front of house, back of house and for managers.
- All staff who use a computer, keyboard, mouse or phone in any form of office environment for the purpose of work will be required to sanitise each of the listed items before and after use each day.
- Teams must travel to and from work in personal clothes and shoes, changing on site into their uniforms.
- All common areas will be wiped down with sanitiser spray on the hour and a half past the hour. This includes door handles, push pads, reception desks, handsets, washroom counter tops, faucets, till systems, PDQ machines and stations. During peak periods, full time cleaning attendants will be on shift.
- Checklists will be in place for each department and used for every wipe down.
- When gloves are worn by back of house staff, they will be disposed of and refreshed at no longer than thirty-minute intervals.

SERVICE AND DINING STANDARDS

Bookings

- Our Reservations Team are here to help you with bookings in our restaurants and private dining rooms. We have taken comprehensive measures front and back of house to ensure that both you and our teams can enjoy working and dining in our venues with absolute confidence that all safety measures and good practices have been implemented. More information can be found on our website in the news section and is subject to regular changes and amendments as per government advice.
- Our teams will be happy to talk you through the extra measures that we have taken to control your safety whilst enjoying a Gaucho 'Mindful Dining' experience.
- We will stagger all dining times to avoid queuing at reception and 'return times' will be given to you when booking.

- All private dining rooms are available to book (minimum spend may apply, subject to availability).
- Group bookings are restricted to 'Private Dining Rooms' only and capacities have been reduced in accordance with government guidelines.

YOUR DINING EXPERIENCE

Coat Check

- To avoid queuing at coat checks, all coats and bags will be taken from and returned to you at your table, upon request.
- Coat tags will no longer be distributed, your possessions will be stored by your table number.

Seating

- All entrances to our restaurants and reception areas will be fitted with two metre spacing floor markings and safe queuing measures for those wishing to collect food for take away.
- You will be offered the following service options when dining with us at Gaucho: mindful dining or non-contact.

Set Up and Standards

- Leather menus will be replaced with disposable A3 paper place setting menus with a drinks and wine menu on the reserve side of your place setting.
- Menus will be available online and set as the automatic default page when you log into the Wi-Fi in all Gaucho restaurants.
- Unnecessary items at each place setting have been reduced to avoid contamination.
- Water and wine glasses will be set on your table upside down.
- Paper wrapped straws will be used as a new standard.
- All wine bottles will be sanitised before serving to your table.
- Salt and pepper will be served in individual sachets on request.
- Sugar cubes will be served in individual sachets on request.

Resetting

- All tables and chairs will be sanitised after your visit.
- Wine buckets and stands will be sanitised after each use.

Service

- Only two plates will be carried by our staff at any one-time, laundered napkins will be used to carry plates to tables.
- If you have chosen our non-contact dining option, all drinks and food will be delivered to a nearby service table from where you and your guest can serve yourselves.
- Cutlery and disposable paper napkins will be brought on a tray to your table for you to serve yourselves if you have chosen no contact dining.
- 'Crumbing down' will be removed from our order of service, unless you request this service.

- After you have finished your main course, we will remove and dispose of your paper place settings and refresh your table with new cutlery and a new, disposable paper napkin for dessert service.

Bill Payments

- Our leather bill folders will be replaced with metal trays.
- We will be introducing a bill payment app to provide you with the option to pay online.
- Cashless payment will now be our standard with cash accepted upon exception.

Please note that due to the ever-changing landscape surrounding Covid-19 and the ongoing government updates and amendments, these newly laid out precautionary measures are subject to change frequently and at any given time depending on government guidelines, advice and updates