

COVID 19 & TAKEAWAY FOODS

WHAT YOU MUST DO TO HELP SAVE LIVES

The Government has introduced new legislation to ensure some food businesses such as restaurants are closed, but food delivery and takeaway can remain open and operational. **HOWEVER** there are strict guidelines on what you must do to prevent the spread of the virus and ensure that your staff and customers stay safe.

Where you remain open you **MUST** use social distancing rules during the delivery of food to customers and when customers collect food. Please use as many of the following as you can:

- Encourage home deliveries wherever possible
- Minimise orders taken in person on the premises – encourage customers to order via the telephone or online. Communicate this to your customers- put a sign / notice at the entrance and keep your door closed to avoid walk ins
- Try to limit cash payments as much as possible, try to take payment over the phone or online when orders are taken
- Customers must not be allowed to congregate inside or outside your shop
- Stagger collection times to avoid customers arriving at the same time
- Discourage customers from entering your premises until their food is ready
- Keep customers and staff 2m apart, inside and outside whilst queuing, using tape or marker helps
- Have a one customer in at a time rule, having a poster / sign at the entrance saying this should help
- Delivery drivers to stay 2m from customers, leave food on the doorstep, knock the door and step back 2m
- Provide personal protective equipment to all staff as appropriate (i.e. gloves, masks)
- Ensure you have enough hand sanitizer products for staff and customers where hand washing facilities are not easily reached
- Make sure all staff not in the same household keep 2m apart during their work as much as possible

Be vigilant, protect the NHS, Save lives. If you would like further information or advice, look on our website and if you have further questions please don't hesitate to contact us, we all appreciate the hard work going on to keep the Nation fed. Officers are monitoring compliance with requirements, those found not to be complying may be served with Prohibition or Improvement Notices and/or Fixed penalty Notices. Thank you and keep safe.

Customer Notice

Covid 19

Delivery and pick up only

pre card-payments if possible

Please telephone us and pay for your order then return to collect it.

If you are collecting your order-

Only 1 customer at a time in the shop

Keep 2m apart from staff and customers

Thank you, stay safe

**Somerset West
and Taunton**