**Contactless Pick up Policy for Customers**

We would like to take the time to share with you the measures we have put in place while we operate at alert level 3. We take the safety of our customers, employees, and suppliers, very seriously and have a position on the virus that is based on the current advice from the Ministry of Health (MOH) and other Government Agencies.

**Please note that we are open for contactless pick ups only [or insert delivery information as required]**

[\*\*business to insert ordering and payment methods it is using]

We request of our customers:

- For everyone’s health and safety, that if you are unwell, or self-isolating that you do not come in to pick up your contactless order.

- To observe all signage and instructions from our staff when completing your transaction.

- That you complete our Customer Register as [insert details]

- To maintain physical distancing from all others of at least two metres when near the premises.

- That you do not attempt to enter the premises.

- That you follow all guidelines around the payment methods

- Insert information on deliveries if necessary.

**For your reassurance, we are taking at a minimum the following steps:**

* Ensuring we are following MOH guidance around physical distancing between our staff and customers of 2 metres.
* Ensuring that we only have a limited number of staff on the premises, and that they observe the physical distancing guidelines.
* Ensuring that our suppliers observe the physical distancing guidelines.
* Ensuring that our staff maintain good hygiene, particularly hand hygiene and good cough/ sneeze etiquette.
* A customer register will be kept for all staff, customers, and suppliers that interact with our business. This is in order to maintain records to enable contact tracing, and we will provide these records to the MOD and/or the relevant District Health Board on request.
* Along with our routine cleaning, we are taking extra steps to sanitise all surfaces, increasing the cleaning intervals and monitoring the regularity and cleanliness of our premises.
* Cleaning all high touch surfaces - the high-touch surfaces are surfaces where we touch the most. These include, but are not limited to door handles, doorknobs, and Eftpos machines.
  + Washing and sanitizing food contact surfaces and equipment on a more frequent basis.
  + Our staff are trained appropriately in food hygiene practices, but we have been reinforcing and ramping up our practices to stay vigilant, particularly in sanitizing and disinfecting procedures, which reinforces a clean environment for us all.
  + Ensuring all customers have access to hand sanitiser at the point of pick up.
  + Ensuring that our delivery drivers sanitise their hands before and after they make a delivery.
  + Professionally cleaning the restaurant as often as possible.
* As part of our strategy, our teams know to take sick leave and stay away from the business if they are unwell or have any underlying health conditions that put them at risk. In addition to this, we are requiring staff to self-isolate if applicable, following MOH guidance.
* We also request, for everyone’s health and safety, that if you are unwell, or self-isolating that you do not come in to pick up your contactless order.

I hope that this confirms our commitment to our people – our staff and suppliers, and you, our customers.

Thank you for your ongoing support. Your understanding is greatly appreciated. We welcome your feedback and wish to thank you for supporting us.