



THE MULBERRY
Restaurant & Bar

25-27 Compton Street, Eastbourne BN21 4DU
01323 746 256

COVID 19 Protocols
V1.3 Published 1st July 2020

Dear Guests,

We look forward to welcoming you to the Mulberry Restaurant & Bar.

Over the last few months, we have worked extremely hard to ensure your time with us is safe and we ask that you read our COVID-19 protocols to maximise your comfort during your stay with us.

Please note that we can now only accept reservations as we are working at reduced capacity.

Your personal information is held according to GDPR, however, if required by the government for track and trace you agree to us passing your information to the relevant authorities.

On arrival you will note that we have a hand sanitizer dispenser at the front door, we request you use this before you enter the hotel, we will also check your temperature with a non-contact thermometer and we ask you wear a face masks in communal areas, when moving around the restaurant and hotel but not at your table.

We have implemented procedures to ease traffic flow and support social distancing when necessary. Please check with Raul when you are ready to depart which exit is more suitable for you at that particular time.

Please respect the social distancing rules at all times and where possible please wear a face mask in communal areas, we also ask you do not wear gloves inside the hotel.



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CLEANING

We have upgraded our chemical cleaner to the new FAD Green-Shield from our supplier Chemex, which is a food safe, environmentally friendly 2-in-1 Cleaner and Sanitiser, This product Prevents the spread of coronavirus and is 99.9% effective against enveloped viruses.

RESTAURANT

With social distancing in place we will be working at reduced occupancy and therefore, we can only hold a table for 10 minutes during the staggered dining times. To ensure all guests are catered for. If you are going to be late please call us on 01323 721219 and we will do our best to accommodate this change.

We will also be changing some things in the restaurant:

- We will be able to seat 12 tables at any one time in the restaurant area, our restaurant is separated into 4 quadrants, only quadrant 1,3 & 4 are open which creates the social distancing required for guests.
- Please wait at the restaurant doors where Raul our restaurant manager will greet you and take you to your table, we have reduced cross over and need for a one-way system by implementing the quadrant rules.
- All menus will be available via our website at <https://themulberryrestaurant.co.uk/#menus>
- If you do not have a smart phone we will provide you with a single use menu.
- There will be no salt and peppers or condiments on the table, instead we will bring you individual packets.
- All table linen and napkins will be replaced with disposable napkins.
- Hand Sanitizer available on request.
- The Breakfast Buffet & Sunday Carvery will now be served from the kitchen until it is deemed safe to return to the buffet breakfast and carvery, to reduce the need to move around the restaurant.

Evening service will be 5pm-7pm Monday to Saturday.

Thursday – Saturday evening we will offer a second seating from 7.30pm to 9.30pm.

Sunday Lunch will be two seatings at 12.30-2pm & 2.30 -4.30pm.

The restaurant as with the hotel will undergo vigorous cleaning and no table will be used twice during a service.

The Bar and outside seating area will be table service only.



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Only the manager will take orders via the iPad and will work with 1 to 2 other members of serving staff.

We do ask that you remain patient with Raul and the team as service will be slower as we implement more rigorous procedures.

TOILETS

If you need to use the facilities please inform Raul before you leave the restaurant, who can then arrange for it to be cleaned after use. For the time being only the disabled toilet will be open.

TRAINING

All staff will be tested at the start of their shift and bi-hourly for temperatures. The reception area and all door handles and surfaces in communal areas will be cleaned every 30 minutes.

We do ask that you remain patient with Raul and the team as service will be slower as we implement more rigorous procedures. Your cooperation and patience during your meal with us is very much appreciated and we will do our utmost to ensure your time with us is relaxing and memorable.

Kind Regards

Sally Kitchen
Operations Director