



## Current safety rules when visiting Truro Cathedral's Restaurant

We thank everyone who plans to visit the Cathedral Restaurant for familiarising themselves in advance with the safety rules and processes. The protection of staff, volunteers and visitors is our paramount concern. We welcome all to Truro Cathedral and ask visitors to 'Respect-Protect-Enjoy': Respect the rules and guidance; Protect yourself and each other; Enjoy your visit with us.

We ask anyone who has symptoms associated with Covid-19 or has been around someone who has symptoms associated with Covid-19 not to visit the cathedral or the restaurant until fully recovered and to have observed the appropriate government isolation period.

The team thanks everyone who plans to visit for familiarising themselves in advance with the new rules and processes and look forward to welcoming you.

### Face Coverings

Please be aware that face coverings are mandatory in all areas of the cathedral, including the restaurant before you are seated at your table. They are mainly intended to protect other people, not the wearer, from coronavirus COVID-19 and they are not a replacement for social distancing and regular hand washing.

### Opening Times

The restaurant will be open Monday – Saturday from 10:00-14:30. The restaurant will be closed on Sundays.

### Reservations

Currently it is not possible to reserve or book a table. This may be reviewed in the future.

## Group Size

The restaurant has maximum capacity of 51 and can accommodate customers on tables of 2, 3, 4 and 6.

## Entrance and Exit

Entrance to the restaurant is via the main entrance to the cathedral only – please note the Chapter House doors and steps remain closed at this time. Restaurant visitors should therefore familiarise with the [general cathedral visiting processes](#) too. For visitors who require ramp access please go to the West Doors where a steward will arrange for access via the ramp outside the cathedral shop. Exit from the restaurant will be via the fire exit steps at the rear of the restaurant, leading onto Cathedral Green. Customers requiring level exit from the restaurant will leave via the double door entrance to the restaurant and back through the cathedral.

## Queuing System

A queuing system will be in place outside the doors into the restaurant, marked by tape on the floor. Please do not move forward in the queue until the people in front are at their next marker point.

Once inside the restaurant, tape on the floor will indicate walkway routes to follow.

## Hand Sanitisation

Hand sanitiser will be provided on entry to the cathedral (in the Narthex) and again on entry to the restaurant at the point customers reach the doors of the restaurant. All entering the cathedral and restaurant will be required to apply hand sanitiser at both points to ensure appropriate hygiene.

## NHS Test and Trace

In line with government requirements for the hospitality industry, all restaurant customers must either scan the QR code with the NHS Test & Trace app or provide their name, address and phone number on the forms provided for NHS Test and Trace purposes and place it in the box provided. As this is a legal requirement, failure to provide Test and Trace information will result in refused entry.

The information gathered for NHS Test and Trace will be used for this purpose only and held securely for the minimum government requirement of 21 days before being securely destroyed.

## Service

The restaurant is table-service only. You will be shown to your seat(s) upon arrival by a member of the restaurant team, who will be wearing PPE at all times.

## Cleaning

An enhanced cleaning regime is in place across all aspects of the cathedral, including the restaurant. All tables have been stripped of linen and tables and chairs will be fully cleaned after each use. New fully waterproof menus are in use to enable these to be fully cleaned after each use too.

## Menu

A reduced menu is currently being offered – you can view this in advance by clicking below.

## Social Distancing

Please always adhere to social distancing guidelines with staff and other customers.

## Payment

Wherever possible, please pay by card. The team understand this may not always be possible and has a process in place to deal with cash safely.

A Perspex screen has been installed at the till payment point. If paying for a whole group, only one member of the group should approach the till point. If paying individually within a group, please approach the till point one at a time, with other members of the group remaining seated.

## Toilets

The toilets will be fully re-open and cleaned hourly. Toilets can be used by one person at a time (unless that person must be accompanied by a Carer). The main entrance doors to the toilets will remain propped open at all times. Liquid hand soap and paper towels will be available for use. Please note the urinals and not all stalls will be open.