

Dear Guest,

Thank you for reserving a table with us at Nuovo. Although we are back and striving to ensure your dining experience is as normal as possible, there will be some inevitable differences. Please be assured that we have the well-being and safety of both you, your guests and our staff in mind at all times.

By accepting this reservation to dine at Nuovo you, and anyone dining with you, agree to follow the Covid 19 practices we have in place.

In line with government guidance, guests should cancel their reservation as soon as possible if they feel they have any symptoms associated with Covid 19, or someone in the same household has symptoms.

Guests are made aware that we are monitoring the body temperature of everyone who enters the premises. This is being done remotely. Should any visitor have a constant body temperature of over 38c they will not be permitted to remain on the premises.

Diners are requested not to arrive too early to avoid unnecessary congestion. When arriving guests should queue in the outside areas indicated until invited into the dining room.

Guests are expected to use the sanitiser gels offered throughout the building or wash their hands in line with government guidance when they enter the dining room. If you need sanitiser whilst you are at the table we bring it to you.

At Nuovo we regard your table as a bubble into which we will only enter when absolutely necessary

We require our guests to remain in their bubble throughout their visit, leaving only to visit the toilets or go for cigarette. (Smoking is discouraged in courtyard area if people are dining or queuing.) When guests need to move from their table, they must respect the current social distancing protocol.

Guests should not rearrange the furniture at their table and must sit in the places as directed by the manager so as not to compromise social distancing measures. This may not appear to be an immediate problem, but this may disrupt our plans to seat other diners.

Tables should not be booked for groups of people from more than two households. Children are welcome but they must remain under parental control and will not be permitted to walk around the dining area.

Where required to by law, we may have to collect contact information of diners. If this is the case, we will pass your reservation information on to Track and Trace if requested. Should we be required to take names and addresses, we will ask you to place this information in a sealed envelope. Nuovo will then pass these envelopes on if requested. We will not access the information which will be stored for no longer than three weeks, after which it will be destroyed.

In any instance or dispute regarding coronavirus compliance the decision of the management will be final.

Stewart Wright
Managing Director Papacinos Ltd

JULY 2020