

Thank you for reserving a table with us at Nuovo.

We are striving to ensure your dining experience is as normal as possible but 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 your reservation to dine at Nuovo you, and anyone dining with you, agrees to follow the Covid 19 practices we have in place.**

If your reservation is before 7pm the table is yours for a two hour only at weekends and busy evenings.

Diners are requested not to arrive early to avoid unnecessary congestion. When arriving guests should queue in the outside areas indicated until invited into the dining room. All diners are required to wear a facemask until they are seated at their table.

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.

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 your 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 must interact or join diners at other tables.

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 cannot be booked for groups of more than 6 people. Children are welcome but they must remain under parental control and will not be permitted to walk around the dining area.

We are required to by law, to collect contact information of all diners. We will pass this information on to Track and Trace if requested.

Details from customers and visitors required are:

- The name of the diner(s)
- A telephone number that you can be contacted on or an email address, or your full postal address
- The date and time you entered the premises
- Where you are part of the group, the number of people in the group and each member of your group should provide the above details too

This information will be kept 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.

Guests will be able to use the track and trace QR code displayed at the entrance to the dining room if they prefer.

In any instance or dispute regarding coronavirus compliance the decision of the management will be final. Anyone who attempts to subvert our attempts to abide by the current requirements will not be served.