

COVID-19 PROTOCOL

WELCOME BACK TO PONDI

There is nothing more important to us than keeping everyone in our restaurant safe, whether guest or team member – that's why we took a little extra time to arrange reopening when the lockdown was eased.

We have liaised with our local council to ensure that they are happy that Pondi has done everything it can to ensure everyone's safety while maintaining a relaxed atmosphere and still delivering the Pondi experience.

We also understand that at this time, individuals' concerns are many and varied. We've tried to anticipate things but if you have any specific questions or requests, we'll do our best to accommodate you.

AHEAD OF YOUR VISIT

As part of our measures to keep everyone safe during the time of Coronavirus, Pondi is now taking reservations for any size of group up to a maximum of 6 people.

Walk-ins will always be welcome, but with fewer tables available, it is always safer to reserve in advance.

If you (or any of your guests) have any symptoms which could be related to Coronavirus ahead of your visit, you must stay at home and follow the Government guidance.

We also ask you to make sure you follow the Government guidance on meeting people outside your household – no more than two households can dine.

We will not be accepting cash as payment (unless absolutely essential) and we'll be encouraging contactless pay-at-table payments.

Please arrive on time for your reservation and let us know in good time if you are unable to make it. We can only hold tables for 15 minutes – with a significantly reduced number of covers to begin with "no shows" hit us particularly hard, but we don't want to resort to taking deposits with bookings.

DURING YOUR VISIT

We are aiming to give you a warm Pondi welcome and make you feel at ease, but inevitably you will notice some things are a little different – please bear with us.

For your safety (and to ensure we can continue to serve you) please respect our Covid 19 safety code and respect our staff and other diners.

1. Follow the one-way system around the restaurant
2. Wear a face mask until you reach your table
3. Stay at your table throughout your meal - please avoid the temptation to wander over to other tables and ensure that any children remain seated
4. Use the hygiene stations that we have installed
5. Wait at your table to pay your bill.

... and please BE PATIENT. To ensure your safety and that of our staff we are running on reduced manning levels and that means that service may well be slower than normal.

BEHIND THE SCENES

We are doing everything possible to meet the most stringent hygiene standards. All areas of the food and drink supply chain, production, preparation and service have been thoroughly assessed to optimise your safety.

Pondi will be deep cleaned and disinfected every night with significantly increased cleaning protocols and all our team members have been trained on safe distancing and enhanced hygiene procedures

We are doing the very best that we can - we are sure that you will appreciate our efforts.