



OPERA KITCHEN COVID SAFE HOUSE POLICY

The health and well-being of our customers, staff and suppliers is our top priority. We apply the highest standard of cleanliness and have increased our routine cleaning regime and will continue to follow the advice of the Australian Health Authorities. Our staff are continuously trained by our COVID Safe managers according to the latest advice from the government.

We have implemented the following **Conditions Of Entry** to our restaurant.

- If you are unwell, please do not enter our premises and we may refuse entry to guests displaying any symptoms such as coughing or fever.
- Under the current government trading law, guests will be required to provide contact details upon booking and or on arrival into the venue. We use contactless QR code check in as our preferred method.
- We also encourage the download and use of the COVID-safe app which speeds up contacting people exposed to COVID-19.

In addition to our already strict hygiene policy and daily deep clean, we have implemented further **Cleaning Procedures** to the venue:

- A COVID Safe manager will be on duty at all times.
- All tables and chairs are sanitised after each guest.
- Hand sanitisers will be available upon arrival and throughout the venue.
- We kindly remind our guests to practice regular and thorough handwashing and use the sanitisers provided upon arrival, during their stay and when leaving.
- Staff are required to wash and sanitise their hands every 20 minutes, especially after being in contact with cutlery, glassware, food items and handling payments.
- We use hospital grade cleaning supplies and our dish and glass washers cycle at 82

To comply with **Social Distancing** rules we implement the following procedures:

- Our maximum venue capacity is 120 guests. This is in line with the 1 person per 4 square metre rule.
- We have removed a number of tables in the venue to ensure that social distancing is being followed. Tables are spaced 1.5 metres apart.



- Maximum 10 guests per table.
- We are encouraging guests to order at the table via our contactless 'OrderUp' app which guests can order and pay from their phones.
- All guests are required to be seated at all times while consuming food and alcohol.

Our staff are briefed daily to enforce all **COVID Safe House Policies** are followed. These include, but are not limited to:

- Daily reporting and recording of staff attendance, cleaning checks and guest registers.
- Use of single use napkins and disposable menus.
- All staff to avoid skin-to-skin contact and, where possible, maintain a 1.5m distance from each other and no handshakes.
- Staff to promote contactless electronic payment and avoid cash payments where possible.

Relevant health and safety information is displayed at the staff sign in / out area, at cashier service points, Bar, on every table and other areas within the venue.

If you would like more information about COVID-19, please contact the National Coronavirus Health Helpline on 1800 020 080.

We thank you for your support and look forward to welcoming you to Opera Kitchen.