Covid-19 Policy & Procedures

**Procedures in direct response to the Covid-19 outbreak include:**

* Customers are requested to avoid physical contact with our Barista staff
* Customers are required to keep a minimum of 1.5 M distance from the Barista working area (i.e., behind our order table/service area)
* Customers are required to queue in a socially distanced manner
* Customer approaches the order table/service area to order their drink
* The Barista will prepare drink and place on the table for the customer to collect (they will not be passed directly to the customer).
* The customer then remove the drink/s from the order table.
* Customer takes drink to second table to add individual sugar sachets and lid, if required
* The tables will be cleaned and sanitised regularly during our service
* Our Barista has access to both hot water with soap and hand sanitiser and will regularly clean and dry hands thoroughly
* Customers are requested to place all rubbish in bins provided

**Reusable cups**

Our Barista will serve drinks in our single use compostable cups, but as we are reluctant to refuse a reusable cup, our procedures during current Covid-19 conditions are as follows:

* Customers are requested to remove the lid from the reusable cup
* Place the reusable cup on the order table, order drink and step back
* The Barista will pour coffee/drink and milk (if reqd) directly into the cup on the table, without touching the cup
* The customer would then remove the cup and add sugar at the second table, if required

NB This is a contactless service, so our Barista is unable to wash or rinse any reusable cups

**Payment**

During our “non inclusive services”, where drinks are not pre paid, we are currently only accepting card payments

* Drinks will be charged through our IZettle card payment system
* This system is contactless (unless a pin is requested for security)
* The Izettle machine is wiped regularly and after any customer contact