

MARCUS

Marcus Belgravia Health and Safety Guidelines

Our policies and procedures will be continuously updated in line with Government guidance and best practice across the hospitality industry. We are also within The Berkeley Hotel, so will be adhering to all of their guidelines, as necessary.

Please bear with us as we come to grips with our new style of operations. If you have any questions or suggestions, please [send us an email](#).

Tables:

- All our tables are spaced 1-2m apart, in line with the latest guidance from the UK Government.
- Your cutlery will be served with your food, placed in the middle of the table for you to reposition.
- All tables and seating will be sanitised between sittings.

Staff:

- All our staff have all undergone additional training to follow these procedures:
 - Hand washing every 30 minutes
 - Shared surfaces wiped every 30 minutes
 - Adopting a one-way flow of walking through the restaurant (where possible)
 - Notifying the management team immediately if they develop any COVID-related symptoms and remaining offsite
 - Maintain physical distance in common hotel areas as far as possible
- Every employee of The Berkeley Hotel, as well as contractors and delivery personnel, undergoes a temperature check upon arrival - this includes Marcus Belgravia staff.
- All staff required to closely interact with customers, coming within 2m, will be wearing face masks on shift.
- Our kitchen continues to follow the exceptionally high standards of hygiene that we've adhered to since opening.

Guests:

- All visitors to The Berkeley (and therefore Marcus) are required to wear a face covering in the public areas of the hotel at all time (except if exempt). We therefore ask that you wear a mask from the point of entering the building to reaching the restaurant reception.
- All public areas of the hotel are cleaned and sanitised hourly, by dedicated staff.
- The hotel has installed discreet thermal imaging cameras that will take your temperature at the point of entry.
- We kindly ask you to make use of the hand sanitiser available upon entry, either to the hotel or the restaurant itself. It will also be available throughout the meal should you wish to use it.

- The manager on shift will discuss your service requests upon arrival – this includes how you'd like your wine and water served.
- We will not require you to wear gloves or face masks during the meal, but you are more than welcome to bring your own and do so.
- We ask that when travelling to our restaurant, you follow the guidelines set out by the government.

Reservations:

- As per government guidance, we will be keeping the details of at least one person from each table on file for 21 days for track and trace purposes.
- If you have made a reservation with us but start to feel unwell, we ask you to kindly cancel your reservation and re-arrange to join us another time. Our reservations team would be more than happy to assist you on 020 7235 1200.
- Should we be notified of a positive diagnosis from one of our guests or a member of staff, we will be in contact with every booking to notify you of the next steps.
- We are spacing out our reservations to limit waiting times.

Menus:

- Initially, we will be operating a reduced menu, with some classic favourites and new seasonal dishes to try.
- There will be QR codes available on each table, which you can scan to view the menu and wine list on your device. We will also have single-use menus available should you wish to view these. You are welcome to take these home with you, or recycle them upon your departure.
- It is essential we know of any dietary requirements in advance, so we can appropriately cater for them. Please let us know at the point of reservation if there are any allergies we need to be aware of.

Linen:

- All linen, including napkins and tablecloths, is used once before being laundered by our external linen company. You can read more about their procedures [here](#).

Cloakroom:

- There is a cloakroom available in the lobby of the hotel. If required, we ask that you use this service as our cloakroom cannot be operated in a COVID-secure way.
- We ask that you consider what you bring to the restaurant, and where possible, limit additional bags and coats.

Payment Options:

- As we open, we will be cash-free. We will prioritise contactless payment methods but will also be offering chip-and-pin payment as necessary.
- All our card machines will be sanitised after each use.

Guest Bathrooms:

- Our bathrooms are maintained by The Berkeley Hotel. Both the male and female bathrooms have an attendant.

- All guests of Marcus will be required to wear a mask for your journey from the restaurant to the bathroom, as you will be walking through public areas.
- The bathrooms will be cleaned and disinfected after each guest use by hotel staff.