

Coronavirus Safety Guidance & Appointment Information for Customers

Please note that the following information is in addition to our main restaurant Terms & Conditions and that these should also be referred to prior to making your appointment.

We would respectfully invite all customers and visitors to read our Restaurant Safety Guidance and Coronavirus Booking Terms ahead of making your reservation and visit to Bombay Blues

This is to ensure the safety and welfare of all Customers and our Team Members as well as to offer an efficient booking experience and be able to accommodate all dining demand.

Making Reservations

Customers can be accommodated by reservation only. We are unable to accommodate Walk-In Customers. Requests for bookings may continue to be made online using the Book Now button or alternatively by email, telephone or via our social pages.

We reserve the right to amend or change reservation times booked online, where these will not allow adequate time for increased cleaning and sanitisation schedules or where customer distancing capacity is compromised.

Arrival At The Restaurant

Please wash your hands or use the provided hand sanitiser upon arrival at the restaurant.

Please bring minimal personal items such as bags and jackets as our Cloakroom will be closed at the present time and we are unable to store them.

Please do not bring pets to the Restaurant.

Please arrive at your allocated reservation time and should you arrive early we regret that we will not be able to admit you into the restaurant until your booked time.

During Your Visit

You will be asked to complete a Customer Health Questionnaire for NHS Test and Trace purposes. We respectfully remind all customers that this is a mandatory requirement and we will be unable to fulfil your reservation without completion of the form. All data collected will be retained securely for 21 days and then disposed of securely. All data will be gathered and held in strict accordance with the General Data Protection Regulations 2018. The form can be downloaded and completed by clicking the link here and

.submitted to us at lalanternawestend@btconnect.com

Please observe all directional signage and physical distancing markers especially at (2
.our Reception and Waiting areas

A reduced table setting will be in operation and items will be brought to your table (4
.upon request. We may use disposable items for additional infection control

Please sit only where indicated by staff and your Server as certain seats will not be (5
.in use to facilitate physical distancing

Please move around the restaurant cautiously and take care to avoid others and (6
.maintain a physical distance whenever possible

The use of bathrooms will be limited to one person or customer at a time and (7
please remember to re-sanitise your hands when re-entering the restaurant area from
.the bathroom or outside

Wherever possible you will be asked to pay for your meal using contactless (8
.payment methods we are still able to accept cash payment

We regret that we are unable to accept staff gratuities by card or contactless payment
but secured plastic wallets will remain available for cash gratuities and these will be
.sanitised

Good To Know

Our Team Members will be wearing face visors and daily cleaned aprons when in (1
.contact with you

.Gloves will be worn for certain tasks (2

We have introduced increased and enhanced cleaning and sanitisation of the (3
restaurant, tools and equipment and kitchen as well as the bathrooms and high touch
.points

Our Team have all received Covid-19 Safety Awareness Training and have been (4
.instructed on the necessary control measures and minimising virus transmission

.Hand Sanitiser will be available in the Restaurant for you use (5

?How Can You Help

Please make allowances for any reduction in our usual standard of luxury and (1
aesthetic. Where we have introduced disposable items or removed items we believe
.this is necessary for your safety and that of our Team

Please be patient with our team members and allow us the extra time required for (2
.cleaning and sanitisation. This may mean that there will be a little more waiting

Please allow extra time for payment and transactions at your table and where (3
another customer is waiting please remain distanced and allow them to pass or leave
.before approaching us

Please be patient if we take a little longer to reply to messages and enquiries. (4
Demand is very high at the current time and we will deal with your enquiry as quickly
.as possible

Please observe the safety protocols in place and ensure you do not deviate from (5
.them

Please contact the Restaurant immediately if you have developed any of the published
symptoms including a new and persistent cough, high temperature, sudden loss of
.taste or smell

Where this is the case you should NOT attend your booking and we will gladly
.reschedule this for you

.Thank you for your continued support and loyalty during these times