

COVID Policy:

The health and safety of our customers and team members is paramount across all our venues and we want to make each visit to our venues a welcoming and comfortable experience. Over the past few months we have all endured changes to the way we live due to Covid-19 and as we get back to some kind of normality, we want ensure you that we are taking all the necessary steps to allow us to re-open and bring you some of Dublin's finest food and beverages in a safe environment for both our staff and our customers.

Below you will find an outline of what to expect when you visit each of our venues.

The Team: All Employees:

All team members will be required to sign a "fit to return to work" form cert on reopening that will clearly show they are COVID free.

They shall undergo updated training to cover the latest guidelines for cleaning and service standards in line with our COVID CHARTER promise before commencing work on reopening in conjunction with our Human Resources and operations teams.

We shall be re-educating all team members, including management on the importance and safe use of PPE.

Facemasks will be worn by all employees and will need to be worn by all guests and visitors throughout the premises.

Venues:

Each venue will be deep cleaned, and all surfaces and touch points will be sanitized prior to opening, in line with our updated re-opening venue checklist.

All furniture will be repositioned to allow for the maximum social distancing of 2 meters between tables as per government guidelines. This will allow guests to enjoy all our venues without having to adhere to a maximum time limit.

We have also added in toughened glass partitions throughout reception and in our venues for added customer safety, and staff safety.

Daily Venue Check-ups

Each day before we open our doors, all venues will be checked by senior management in line with our updated pre-opening check-up procedures to ensure a safe environment for guests and staff.

Staff will need to undergo a Temperature check before they are commencing work.

PPE and uniform will be checked for all staff before they commence work.

The sanitization of all front of house and service touch points will be in line with our COVID charter promise, with additional personnel assigned.

Additional Sanitization stations have been installed through the property for both customers and staff, to ensure hand sanitization.

A pour air system has been installed in all public spaces to ensure clean air flow.

High use doors have been fitted with a sanitization spray that will activate once door is in use.

Visiting our venues

We are looking forward to welcoming you back into our venues to enjoy some of Dublin's finest food, drinks, live music, games and much more. It is important to us that our guests always have a comfortable and pleasant visit to our venues and to make that possible, we will be accepting advance and limited walk-in bookings in each of our venues. Bookings will be in line with the level of restrictions applicable at time of your booking. For updates please follow us on social media where we will update you as the restrictions reduce.

The booking processes

All bookings for Breakfast, lunch, and Dinner should be made via each venue website BuskersBar.com / BuskersOnTheBall.com via our Res-Diary booking system. For all other group or package enquiries please contact sales@tbh.ie

Information required:

You will be required to provide contact tracing details, in line with current guidelines that will be held for a period of 28 days, to support potential cases and contact tracing.

Table sittings will have not need to adhere to the 105min rule as our venues can comfortably allow for the maximum social distance between tables of 2 meters.

We would kindly request all our guests with bookings to arrive together and at the exact time of their booking. If you are going to be delayed, we would kindly ask you to just let us know by phone, any delays of over 30mins will mean that booking will be cancelled.

We understand that sometimes things happen, and you can't make it to your booking, we would ask you to kindly contact us with as much notice as possible to cancel. As we try to look after all enquiries and guests.

Arriving at our venues

To ensure a comfortable visit for staff and guests we would kindly ask our customers to only visit our venue if they are feeling well and have no under lining symptoms of COVID. We have worked hard to put several measures in place for re-opening safely and to providing all guests and staff a safe and COVID clear property to enjoy.

As we manage arrivals and ensure we have the relevant contact tracing details, all guests must check in with our Hosts. Please bear with us as this may cause a slight delay as we safety bring guests to tables and venues.

We would ask that all our customers kindly use the one of the 80 hand sanitizer stations installed throughout the venue and we will be requesting that guests use entrance sanitization stations before entering the premises.

We have installed contactless temperature checks on arrival in our venues.

We have installed floor markings throughout our venues and Hotel to indicate how you can safely social distance yourself from other guests while on site and allow for guest's movements.

A team member shall bring you directly to your table giving you as much physical space as possible on route.

Once at your table guests shall be required to pull out your own chair.

A team member shall issue you a disposal paper menu for you to order from. Each menu is discarded after use.

We would kindly ask guests to limit their movement throughout their visit with the exception of bathroom use, in order to respect social distancing guidelines of our staff and other guests.

How your table will be presented

Tables shall not be pre-set for guests, with menus and cutes.

All our tables will be generously spaced apart allowing for 2 meters between each, and capacity will be reduced in line with current guidelines to ensure a relaxed visit.

We shall be using single use menus.

All condiments will be served to your table when requested, by a member of our wait staff and will be cleaned after each use.

All staff will be required to wash or sanitize their hands after visiting each occupied table.

Ordering your meal

At time of ordering, we will be encouraging guests to order their full meal and drinks to allow for minimal touches to the table by wait staff.

Water and wine will not be poured by wait staff at the table unless requested. At which point gloves will be used by staff wait staff member.

When your meal arrives

Please allow as much space as you can for the wait staff to serve you while maintaining a level of social distance.

Please place any additional orders with wait staff at this time, to reduce staff engagement.

Bill presentation and payment

We will present your bill in a sanitized bill holder.

At this time, we will continue to encourage all guests to pay by contactless card or phone payments, however we will take cash payments when required.

Each team member will have their own credit card terminal for the duration of their shift and will be assigned one order till per shift. Both the till and credit card terminal will be sanitized after each use.

Toilet cleaning and access

To allow for as much social distancing as possible, every second cubicle and urinal will be closed in our bathrooms where possible. Clear occupancy levels will be displayed at entrance points to bathroom facilities to allow for social distancing.

All toilets shall be checked and cleaned every 30 minutes.

Toilet checks will include sanitizing down door handles, taps, sinks, counter tops, ledges, toilet seats & flushers.

All touch points such as handrails, lift buttons and doors on route to the bathrooms have been fitted with an automatic sanitization unit where after each use, they will be sprayed.

Hand sanitizer stations have been installed at all entrances to the bathroom.

Leaving our venues

Please follow the clearly labelled floor markings to ensure social distancing can be maintained.

Table preparation for our next guests

To allow us to properly sanitize an area previously used by a guest we have spaced each booking 15 minutes apart.

Each previously occupied space will receive a thorough clean between sittings, in line with our COVID charter guide.

Each table will be cleaned using spray sanitizer. It shall be evenly sprayed all over the table including legs, sides and underneath. After 20 seconds it shall be wiped thoroughly with a disposal cleaning roll.

Each chair or couch will be sprayed with sanitizer evenly to include the seat, back, arms and legs, it will be left for 20 seconds before being wiped with a disposal cleaning roll.

The team member will then be required to wash their hands straight away.

PPE and signage in venues

For you to enjoy a comfortable visit to our venues we will be reminding guests of their social distance requirements and where they can avail of various sanitization stations throughout the building, through our 60 plasma TV's and strategically placed signage.

You can expect sanitizer stations for our guests at all entrances, exits and bathrooms.

Hand wash, hand sanitizer, gloves, masks, will be available to all staff.

Face masks must be worn by all employees and guests.

Front of house cleaning

Additional cleaning staff will be deployed in each of our venues to ensure each surface is properly cleaned and sanitized throughout each day. If you happen to notice we have missed something, please let your waiter or waitress know and we'll take care of it immediately.

Team members will clean and sanitize railings, ledges, counters, service station, pens, elevator buttons, and all touch points throughout the building.

Clean and sanitize handles of equipment doors on server related coolers, handles of dispensers, ice scoops, sink handles, towel and soap dispensers.

Sanitization stations have been fitted behind all service points and beside till points to include wet wipes, to allow for staff to sanitize as they go about their daily duties

Drinks service

In order to comply with social distancing rules, orders for drink or food will only be taken at your table, no bar service permitted.

All our glass washers will be deep cleaned (at a temperature of 73 degrees for 3 minutes for thermal disinfection)

All ice machines and water using equipment will be fully serviced and cleaned pre reopening by AquaChem, to ensure water safety.

All bartenders' staff have completed training on how to handle glassware safely, to minimize touches.

Tills and credit card machines will be sanitized after each use.

Beer taps and fridge handles will be cleaned down regularly throughout service.

Straws will be available only on request and will be single use wrapped straws.

All bottled beers will be served with accompanying glass.

Wine coolers will be sanitized after each use.

We shall deliver your drinks to your table on a tray.

All finished glasses and bottles will be collected from tables on trays, the glass or bottle will be picked up by the body, not the neck.

Games and sports bar:

Games can be pre-booked or you can just walk in.

Our games host will provide you with what you need in a sanitized bag.

Games and areas will be sanitized prior to opening and then after every use.

All equipment for games will be cleaned and sanitized after each use.

Coin machines will not be in service.

Games will be paid for at reception in Buskers on the ball.

Additional sanitization stations have been installed throughout, and wet wipe placed in all areas.

How our kitchens will run

We know eating out is supposed to be a relaxing affair and we want to assure our customers that we're working hard on and off the floor to ensure your visit is an enjoyable and safe one.

Cooking

Our menus will be designed to allow for a limited number of chefs in our kitchens at any one time.

Each chef will only work in one section of the kitchen and shall cook one element of the menus only, and work within a clear floor segmentation plan to allow for social distancing.

A full station prep will be carried out before each service to limit the number of chefs in the kitchen at any one time.

Our chefs will wear masks or faceguards while on duty.

Additional hand sanitization stations have been installed to support segmentation.

Washing up

The dishwasher cycle will run at a 60 degree wash and 70 degree rinse cycle to ensure full disinfection.

Deliveries

To ensure the safe delivery of goods to our buildings we are changing the way we interact with our food suppliers and delivery teams with new procedures.

All deliveries will be accepted outside our delivery entrance, by our stores manager.

Hand Sanitizer stations have been installed at delivery points for both staff members and delivery personnel and will be required before the exchanging of goods.

We aim to restrict the need for the delivery driver to enter our venues. If access is needed, they must wear a mask and wash hands prior to entry and again on exit, and sign a visitors book, to support our gathering of contact data tracing information.

No delivery persons will have access to our kitchens.

All goods will be decanted from boxes and packaging immediately, to minimize any exposure on packaging.

Accepting Drink and Consumable Deliveries

All cellar staff will wear gloves and masks when accepting deliveries on the street.

Once a case of beverages is opened it must be fully decanted, box removed and hands washed.

Staff will wash their hands after changing a keg or accessing stores.

Delivery docket handover shall be done outside, and the delivery driver must sanitize their hands upon entering the building if he/she needs to enter.

Staff Room

Ensuring the safety of our staff is a major priority for us, not just while they are customer facing but behind the scenes too. New measures are now in place to ensure they have a safe working environment.

Staff changing and welfare facilities have been extended and improved to support, social distancing and sanitization.

No more than two people at a time can avail of the use of the changing rooms and they must keep two meters apart, signage to clearly highlight has been installed in a variety of languages to support our multi-cultural work force.

Sharing lockers is no longer allowed, and additional storage provisions have been installed to support this.

Staff will be required to clean their lockers with provided disinfectant prior to using before starting their shift.

Staff will be required to spray their locker with disinfectant at the end of each shift.

Staff will be required to wash their hands after changing in and out of uniform and after using the bathroom.

Staff facilities will be reviewed daily by senior management to ensure compliance.

Staff Illness:

In the event that a staff member is showing any symptoms, of COVID or feeling unwell, they must stay at home. Then contact their GP and manager immediately. They will be required to self-isolate and await further instructions from their doctor. A fit to work cert will be required by the hotel before staff member is allowed back to work.

In the event that a staff member has been in contact with a confirmed case, they will be required to notify a manager immediately and will must self-isolate in line with COVID health guidelines until a test is completed.

Any staff member showing a high temperature on arrival to work will not be permitted to work and will be sent home and advised to contact their GP for further instruction.

Should a staff member start developing symptoms during their shift, they will be brought to an isolation suite on site by the hotels COVID officer until arrangements can be made to get them home safely. They will be required to wear a mask during this period and keep at least two meters from other staff members.

Confirmed Case Notification

In the event that we are alerted to a case of Covid-19 from a staff member or customer, we shall provide contact tracing details based on our rosters and customer bookings log to the relevant government approved departments.