



chat with our team today
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COVID 19 - Tiers & Lockdown

With the constant changes to the rules and guidelines being outlined by the government during this awful pandemic, we can assure you we are closely monitoring and keeping to date to ensure we abide by the guidelines.

Recently the tier system has been introduced and now a second national lockdown. There are some variances this time round and it has been confirmed that in home services and tradespeople such as cleaners, carers, plumbers, electricians or private chefs, are still able to operate as their 'job involves working in other people's homes' and therefore they are exempt from the new rules

ref. <https://www.gov.uk/guidance/new-national-restrictions-from-5-november>

Our team of private chefs are therefore not breaking any laws by entering a client's home during this lockdown period from 5th November to 2nd December as well as in tier 2 and 3 restricted areas. All we ask to ensure safety and peace of mind is that our clients booking our chefs abide by the lockdown rules.

Lets get through this hard time together, we do understand families are unable to dine out or celebrate at this time and may have special occasions, events or just want to lighten the mood with a fun evening.

Covid Terms of Payments & Refunds

You will see our normal outlines of booking fee, cancellations, payment due dates in our Ts & Cs and booking forms. However in the current circumstances we understand there does need to be some leniency if rules change and we can no longer provide our service in lockdown. We shall arrange to reschedule dates with you or refund balance if settled. If you or your guests have symptoms from Covid-19 7 days or fewer ahead of your event we will need to charge you for the food costs that would have been outlaid already but we can reschedule the date with you or refund the remaining balance.



COVID 19 - WHAT WE ARE DOING

Relish have always maintained an exceptionally high standard of health & safety and food hygiene across the workplace & work force from our HQ to on site at venues and private client homes. Our hygiene rating awarded by the local EHO is 5/5 and we ensure all our chefs and team are up to date with all relevant protocols and procedures.

Since the start of the pandemic we have amplified these routines, procedures and protocols to ensure we protect our team and our customers. Chefs and staff have health questionnaires and declarations to complete before attending any job for The Dine-In Club Relish.

Added Extras for Covid Security to our existing food & hygiene procedures:

- Food preparation before an event: food packaging must be cleaned with antibacterial spray and consumables without packaging washed. Please ensure continuous attentiveness in terms of cleanliness of your preparation area and working uniform.
- Covid Tick sheet & health questionnaire completed before event.
- Chef whites to be changed into on arrival and not before.
- Aprons must be worn at all times in event preparation and once changed at the clients home.
- Face mask must be worn at all times other than when tasting food in the kitchen.
- Upon arrival at the clients home ensure the 1m social distance rules during the entire event.
- Wash your hands regularly throughout the event especially on arrival, before service & in between each course.
- Clean down the working area with antibacterial spray before using the facilities & after use.
- Refrain from touching your face, mouth and nose, and if you do wash your hands immediately. Gloves are welcomed throughout the service with regular changes, but please make sure they are removed and replaced if you touch your face, mouth or nose at any point.
- We suggest that guests are not seated at the table and take a break away from the service area during serving and clearing away of courses.
- Please ensure that all washing up is complete before you leave & left how it was found.
- Should you, or any of your household, show any of the following symptoms before or on the day of the event, you must inform the team immediately
 - a high temperature - this means you feel hot to touch on your chest or back
 - a new, continuous cough - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
 - Loss/sense of smell or taste or it's changed



COVID 19 - WHAT WE NEED YOU TO DO

Please see the document below for more detailing in regards to our services during the tier systems and the second national lock down.

What we need from our clients to ensure we are all safe, maintain health and can continue providing our service.

- Please send a written declaration (email is fine) for our records from our customers 7 days before the event to confirm none of the guests attending have been tested positive for Covid-19 in recent weeks, none have any symptoms outlined by the NHS of the virus and to the best of their knowledge they have not been infected.
- We ask our clients to ensure they are abiding by the government guidelines and rules at the event we will be providing our service.
- Should you, or any of your household, show any of the following symptoms before or on the day of the event, you must inform the team immediately.
 - a high temperature - this means you feel hot to touch on your chest or back
 - a new, continuous cough - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
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