



Customer Conduct Request

Firstly welcome back to Ten Hands, we've missed you. Please take time to familiarise yourself with the guidelines below as we are operating with some restrictions in place for the time being.

- **This is an important one - your party cannot be *any more than 6 people and preferably from two households***
- **Please use a mask if moving about the cafe such as using the toilet facilities, entering or leaving the premises**
- **Please ensure you scan our QR code for track & trace or fill out a paper form with the names of your party and contact numbers for each to support the Track & Trace System.**
- **All food and drink orders will be taken by our staff at your table**
- **Any doors that are open need to be left as they are for ventilation purposes**
- **We are only taking card payments at this time and will be taken at the table**
- **Please do not move tables or chairs from the position you find them in, they must remain in place for us the adhere to distancing guidelines**
- **All condiments and cutlery will be brought to you by our staff**
- **If you wish to use the toilet facilities please put your mask on, we also require you to use the provided hand gel before and after use. The toilets are locked to enable us to monitor this and will be unlocked upon request**
- **Please use the taped floor areas to enter/exit the premises**
- **Please keep children seated with you at all times it is not only unsafe whilst staff are carrying hot drinks and meals but for social distancing purposes**

**Thank you from the whole team for your cooperation during this time
We hope you have a relaxed and pleasant time with us**