

# CIRCUS

## **CIRCUS Ts&Cs + ALL IMPORTANT BITS**

Nothing is more important to us than the safety of our guests and staff.

In line with government advice, we are operating a COVID-19 secure management system in our restaurant and details of the measures have in place can be found within this document and on our website.

**By accepting this booking, we trust that you are following the current government guidelines in respect to meeting friends and family**

**When you visit us, you must:**

- **Follow the current government guidelines in respect to meeting friends and family**
- **Wear a face covering at all times, except when seated at a table to eat or drink**
- **Avoid mingling with anyone outside the group you are with, even if you see other people you know**
- **Provide your contact details so that you can be contacted if needed by the NHS Test and Trace programme**

Please note that we are reviewing our policies regularly in line with government guidelines and may have to amend or cancel this booking. We will inform you in advance if this happens.

### **Covid-19 How CIRCUS is welcoming back you safely**

#### **NHS Test and Trace**

We value our guests, staff and visitors' safety and we are cooperating with government guidance to ensure a safe environment. We will ask for your details upon arrival to comply with NHS Test and Trace. You will be asked to share your details upon booking and scan Circus's QR code on arrival. We ask for your cooperation and we will keep your records according to our privacy terms.

#### **SOCIAL DISTANCING**

We have adjusted the restaurant layout to allow for social distancing between tables. On arrival, you might be asked to queue, maintaining a 2-metre distance between

each other, until our staff will safely show you to your table. Signage on the floor will indicate appropriate distance and our team will assist to ensure social distancing whilst entering the venue. We appreciate your cooperation with this.

On arrival, a member of our team will take your temperature and we will kindly ask you to sanitise your hands using the hand sanitiser provided at our reception.

On departure please cooperate with our team so that your departure is in line with social distancing rules. We kindly ask our guests to cooperate and help keep everyone safe by following social distancing guidelines and promptly exiting the venue, when necessary, to ensure a thorough clean in preparation for other guests. If you would like to spend more time at CIRCUS and enjoy more shows, it will be at the management's discretion, according to social distancing guidelines and venue capacity at the time.

Our reception will have a two-way system in place to ensure our guests can always enter and exit the venue safely, following social distancing guidance.

Our team will assist with our cloakroom service; we will not allow queuing for the cloakroom in order to ensure social distancing is complied with at all times and to avoid unnecessary crowds.

Our Restrooms will be monitored by a member of our team. We kindly ask our guests to follow social distancing guidance while in the venue. Only 2 women will be allowed in the restrooms at one time to ensure social distancing; only 2 men will be allowed at one time in the restrooms at one time to ensure social distancing. Please ensure you wash your hands for 20 seconds after using our restrooms and do utilise sanitising facilities provided.

## OUR TEAM

All of our team and performing team have their temperature taken daily.

All shifts and break times are staggered to help reduce number of arrivals within a short period of time and to minimise gatherings in the workplace.

All of our staff quarters are cleaned and sanitised daily and have high grade ventilation. Hand sanitising equipment is available throughout all staff areas and all members of our team have been retrained in health and safety procedures, including all new safety guidelines and hand washing.

Our waiting staff will be wearing masks, according to mitigating risks guidance.

## CLEANING AND SANITISING PROCEDURES

Hand sanitising facilities will be present throughout the venue from entry point, to restrooms, to waiter stations and back of house areas.

All surfaces will be sanitised after use, in particular, all guests' tables and chairs will be sanitised with approved chemicals after every seating and deeply cleaned at the end of every night.

Ventilation in our venue has been increased to maximise air circulation in the building and we have implemented all our units with high-efficiency particulate air (HEPA) filters.

## HOUSE RULES

We kindly ask that your party is ready to be seated at the time indicated in your booking confirmation, as we can only hold your table for up to 15 minutes. We also kindly ask you to arrive at the time shown on your booking confirmation in order for us to be able to maintain social distancing in the venue.

All brunch reservations and all 5pm reservations are allocated for 2 hours, and guests must leave the venue after such time, unless a bar table booking is made (subject to availability) so we can ensure social distancing is maintained and a thorough cleaning is done in between sittings.

Following new legislations, Circus opening hours have changed, we will close at 10PM every evening. Drinks last orders will be done at 9.15PM and all guests must vacate the venue by 9.50PM.

Admittance is restricted to guests over 21 years of age. If you are not quite there yet - not to worry, we'll still be here when you are!

We offer a Tasting Menu for all groups, this is priced at £65 per person (£55 per person for 5pm reservations).

For our Saturday Brunch, we offer a brunch menu, priced at £40 per person with a 60 minutes bottomless option available for an additional £10 per person.

Please be sure to share any dietary requirements with our team, so we can take good care of you. Menus may change sometimes but only to make them better! Our Stage Table reservations will be subject to a £10 supplement per person on the menu price.

We offer delicious in-house celebration cakes to make your night even sweeter. We require 3 days' notice for all cake orders so please let us know so we can make your

night extra special! A cake-age fee will be charged to the bill for all cakes brought in externally.

An optional service charge of 12.5% will be added to your bill. \*wink, wink\*

Our venue is open plan, designed so that all tables have view of the entertainment. So, whether you are on the stage table, a standard table, or even a bar table, you can still enjoy!

Our entertainment does not have any set timings but pops up every half an hour or so in short bursts between 7pm & 9.30pm so there's always a chance to catch it!

Our dress code is 'make a wonderful effort', so please do! No ripped jeans or athletic trainers, it's a night out so dress to impress. We do not allow 'fancy dress' or decoration in the venue including, but not limited to, balloons, confetti, tiaras, badges, sashes, bunny ears, pom poms, capes, feather boas and sombreros. But we're good fun, we promise!

We are really, really, really, sorry but we do not accept hen & stag parties.

No flash photography please, leave the flashing to us!

#### CANCELLATION POLICY

We operate with a 24-hour cancellation\* policy. Just give us a shout if your plans change or your expected numbers reduce to avoid a 'Empty Seat Charge' of £25.00 per person. We don't want to be mean, it's just the way the cookie crumbles. If your booking is cancelled within 24 hours of the reservation, there may be a cancellation fee of £25 per person.

#### CHRISTMAS CANCELLATION POLICY

For our Christmas period, we do require a holding deposit of £25.00 per person in order to secure the reservation.

For our Christmas period, we operate a 2 week cancellation\* policy, deposits are non-refundable and non-transferable if the cancellation is made at least 2 weeks before the reservation date. If your plans change and you have to cancel (we hope not!), please let us know at least two weeks in advance, to avoid an 'Empty Seat Charge' of £25 per person. We don't want to be mean, it's just the way the cookie crumbles.

Holding deposits are retained for non-attending guests. If your group drops in number and you let us know at least 2 weeks in advance, the extra deposit will be available to be used towards your final bill.

**Remember: You are here to have fun and enjoy with us an 'out of the ordinary night out'!**

The Circus Team

**\*Please note that we are reviewing our policies regularly in line with government guidelines and may have to amend or cancel your booking. We will inform you in advance if this happens and no charge will be applied if the cancellation is a result of government legislations coming into place.**