



We at Hot Flame World Banquet are over the moon to open our doors once again and welcome back our wonderful customers. It certainly has been a long time coming!

We are as committed as ever to the health and safety of our customers and our hard working staff, by prioritising and ensuring a very safe environment to enjoy your dining experience and for the Hot Flame team to continue their excellent level of service. We have worked tirelessly and inline with COVID-19 guidelines to make sure of the safest possible environment.

Our procedures:

- Our banquet stations and utensils are cleaned and sanitised thoroughly before use and ongoing through the service.
- A one way system is in effect in order to maintain a good social distancing practice and avoid congestion. Floor markings are in place throughout the restaurant.
- Table numbers have been reduced in order to create adequate social distance spacing between diners.
- Tables and chairs will be thoroughly cleaned before seating.
- PPE is readily available to all members of our staff and are asked to wear a mask at all times.
- A dedicated member of staff will be allocated to ensure our health and safety measures are carried out safely and efficiently.
- Track & Trace – diners will be shown an NHS QR code in order to scan via smart phone camera and to complete the form. Diners under 12 years of age are exempt. Where this is not possible, you will be asked to write your details on our in-house form, which will then be required to be kept for the mandatory 21 days.

For our guests:

- We kindly remind our guests to wear a face covering upon entering the restaurant, visiting the food stations and moving throughout the restaurant. Sanitising stations and fresh gloves are in place for our guests to use on each and every visit to the food stations. We understand that some of our customers will be exempt from wearing a face covering, in this case our dedicated team will assist by collecting your choice of food and bring it to your table as face coverings must be worn at the food stations.
- All drinks are to be ordered at your table.
- We request that diners aged 10 and under, remain at their table at all times.
- Please adhere to the social distancing rules at all times to ensure the safety of yourself and others.
- If showing any symptoms, we ask if you could reschedule your booking reservation for after your period of self-isolation.
- It is our guests responsibility to adhere to the household restriction rule, currently 8 persons from up to 3 households. Children under 12s do not count towards the total number who can meet
- If you would like to see our COVID risk assessment, please ask for the manager.