![A close up of a logo

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**13 March 2020**

**Dear Guest,**

**The spread of the coronavirus infection, COVID-19 is of significant concern to all of us at Mildreds and we are absolutely committed to protecting the safety and welfare of all of our staff and you, our guests.**

**We’d like to reassure you that we are monitoring the guidance being produced by Public Health England and ensuring that their recommendations are acted upon without delay.**

**All our team members have been clearly briefed and all understand that their actions can help to avoid the spread of COVID-19.   
We have strict guidelines in place that our staff must report any signs of illness or potential contacts with family, friends or colleagues who may be ill before attending work without exception.**

**We can 100% guarantee that no staff have returned to the UK from any of the affected countries as defined by Public Health England within the last 14 days.**

**However, it has been our policy since this outbreak started, that any staff who return from travel to any of the affected countries will be asked to self-quarantine for a period of 14 days, irrelevant of whether they are ill or not as a safety precaution**

**We have also reminded our staff of the need to maintain impeccable personal hygiene standards and as a minimum they have to wash their hands upon arrival at the restaurant and at least every 30 minutes no matter what task they are completing.**

**We have also spaced our tables out giving our guests that little extra personal space during this time**

**In order to help avoid any transmission within the restaurant, we are also asking that all guests sanitise their hands upon arrival making use of the hand gel provided on entry and of course, washing hands with soap in our bathrooms.**

**We believe that our approach is robust but we are monitoring our sources of advice for updates constantly and will amend our protocols accordingly.**

**If you have any further questions, please contact us hello@mildreds.co.uk**

**We would take this opportunity to thank you for your continued support and loyalty and look forward to seeing you soon**

**Mildreds**