



COVID-19 PRECAUTION Q&A'S

N.B. We are doing our best in the current climate and learning as we go so these precautions may change. Please check them before your class if you are concerned. Last updated 22nd September 2020.

Does recent government restrictions affect your classes? As per recent news with regards the change to larger group gatherings, this does not affect us. As long as social distancing is respected, things can continue as normal and we don't pair anyone outside of their social bubble unless they confirm they are ok with this. We have minimised our class participants to adhere to social distancing.

Do we have to wear a face mask? Our chefs and hosts will be wearing face shields throughout the class and should you wish to wear a face mask or face shield for extra precaution in between eating and drinking you are welcome to do so. As per government guidelines it will be mandatory for you to wear a face mask on arrival until you are seated at your table where you can remove your mask as you will be eating and drinking throughout your experience. We also ask you to wear a mask when going to the loo and leaving after the class.

How many customers will be allowed in the kitchen at any one time? We have a maximum capacity of 10 people per class.

Will the same apply to a private party? Private parties will run much like our public classes, meaning that you can book larger groups however they will need to be divided into socially distanced groups of maximum 2 people - Maximum of 12 people.

Will the kitchen be cleaned between each class? Yes, we have minimum 2 hour gaps in-between classes in order to sterilise the kitchen and loo for the next class.

Will hand sanitiser be provided? Yes we will have hand sanitiser available for everyone to use on their cooking islands, throughout the kitchen and at the entrance and exit.

Will we need to wear gloves? No, we ask that you do not wear gloves. As suggested by the WHO, the use of hand sanitiser and washing of hands is more effective in the prevention of spreading the virus rather than wearing gloves.

Does everyone have to social distance? The kitchen is laid out in order for participants to respect social distancing rules. Our chefs will go round during the class to help customers while maintaining these guidelines to the best of their ability.

Will there be access to a public loo? Yes there will be access to a loo and we will have necessary precautions in place, including hand sanitiser on your islands

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What happens if my class is cancelled? If you booked a class directly (not using a voucher) and we unfortunately have to cancel the class, you will be offered a date transfer and if a suitable date cannot be found to transfer to you will be issued with a credit note to use in 2021. If we are in a lock down situation and unable to open you will be contacted and issued with a credit note. If you booked with a voucher and we are forced to close your voucher will be extended.

What to expect at a class during these times? We will be reviewing this as we go, while we learn how to better deal with these new hospitality practises, but to start with participants will have a designated cooking station, where they will be throughout their experience with us. This will include the demonstration and cooking, they will also have a designated welcome table where they can eat what they have cooked. Our large social dining table will need to be made redundant until further notice. We still are able to give you a great cookery experience with us, in a safe, fun environment just with a few changes!

Although this is not our most favoured way to be reopening our classes, we hope you will join us for some fun and help us to stick with these precautionary measures to reduce any unnecessary risks of spreading the virus.

Test and Trace – Should someone who attended a class notify us that they have corona virus and you were on their class, we will contact you via email letting you know. If you have any questions or suggestions please don't hesitate to get in touch, as you can imagine this is a learning process for us and all involved and we hope together we can have fun while maintaining the safety of everyone in the kitchen.

Our email is info@kentcookeryschool.co.uk

