

## TAKEAWAY & DELIVERY

Public Health England states that *"It is very unlikely that you can catch coronavirus from food. COVID-19 is a respiratory illness. It is not known to be transmitted by exposure to food or food packaging."*

Dibble & Grub has been awarded a 5 star rating by the Environmental Health and in addition to our standard hygiene practices we have taken on additional precautions in line with government advice.

To minimise any risk there will be no physical contact between customer and staff. The following procedures will be adopted for receiving your order.

### ORDERING

All orders will be taken remotely. Please do not come to the restaurant to place an order.

\* Phone: Call us on 01720 423719.

\* Online: You can order online at [www.facebook/dibbleandgrub](https://www.facebook/dibbleandgrub) or email [eat@dibbleandgrub.co.uk](mailto:eat@dibbleandgrub.co.uk) or via the contacts form at [www.dibbleandgrub.co.uk](http://www.dibbleandgrub.co.uk)

We will reply with a confirmation of your order, a time and a price. *Please note that if you do not hear from us, your order has not been acknowledged.*

\* When ordering we will need the following information:

- > The dishes you would like with any options selected
- > Any allergen information
- > Whether you will collect or like us to deliver: please state address in this case
- > An approximate time you would like the meal
- > A phone number in case we need to contact you

### PAYMENT

We will not be handling cash at all or taking any payments at the restaurant. Orders will need to be paid for by card on the phone or by bacs before your order is due.

### PACKAGING

Your food will be cooked to order and packaged into environmentally friendly disposable containers. Your food will be delivered at a safe temperature and it is recommended that it is consumed immediately. However, if you do wish to re-heat food, please remove it from the takeaway containers and heat until piping hot (above 75°C).

### COLLECTION

At the agreed time your order will be placed on a table outside the front of the restaurant where you may collect it from. The table will be sanitised after each collection. Please try to avoid waiting at the restaurant entrance for your order, but arrive at the arranged time.

### DELIVERY

Your order will be placed into sanitised thermal transit bags in a designated area for the driver to collect. Your delivery will be left at the agreed place and you'll be notified. The driver will ensure that the delivery has been received before leaving. However there will be no direct contact between the driver and customer. The driver will use hand sanitiser between individual deliveries.