



OUR 5 COMMITMENTS TO KEEPING YOU SAFE

It has always been our priority to look after our guest and staff's wellbeing with the utmost care, while offering an unparalleled hospitality experience. In these unprecedented times there are further precautionary measures that need to be taken both to protect and offer peace of mind.

Below you can view our guidance on the ways we are responding and how we will be ensuring a safe hospitality environment while you are in our care.

CLEANING AND HYGIENE

Cleaning and hygiene has never been so important in order to keep you and your loved ones safe. We are partnered with LSS facilities management, who are committed to providing cleaning services to an exceptional level. We have increased our cleaning regime to ensure that all contact points are regularly sanitised and all toilets will have a dedicated attendant to ensure they are kept as hygienic as possible at all times. Additionally, you will always have access to sanitising stations as you move around the building. We have also enhanced the cleaning regimes in our kitchens, which will operate under even stricter hygiene guidelines. Twickenham is proud to have maintained a 5 star food hygiene rating for the last 3 years. [Click here to see the Scores on the Door.](#)



PEOPLE MOVEMENT AND PHYSICAL SEPARATION



To ensure we maintain the appropriate level of social distancing required, we will need to make some operational changes to the way you enter and move around the venue. All of our suites will be configured to provide more space for movement and physical separation of guests and staff. The most up to date government guidelines will be in place to ensure your safety. In accordance with these guidelines, all staff will wear the appropriate PPE and guests will be required to use face coverings while moving around the venue. We will ensure a detailed update on these changes will be made to you prior to your attendance. In line with government guidance, Twickenham Stadium will operate a track and trace programme to ensure we are able to make contact with all guests if required. All data collected for this purpose will be handled with the utmost care and in compliance with data policies.

FOOD AND DRINK

We understand that food and drink plays a huge part in your experience with us and we are committed to continuing to operate our kitchens to the highest hygiene levels. We will be making some changes in our kitchens to maintain social distancing and our chefs and kitchen team will carry out specific training and be required to wear appropriate PPE. Our menus have been adapted to reduce contact points and while you may notice some changes to our service style, you can be assured that the quality of our menus and service will remain at the high levels you may have experienced in the past. In partnership with Levy UK, we source our produce from the UK where possible using accredited suppliers and producers.



OUR PEOPLE



All of our staff are fully trained on our new procedures including social distancing and our increased hygiene measures. Appropriate PPE will be provided to all of our staff.

WE WON'T COMPROMISE ON YOUR EXPERIENCE

We are committed to providing the same level of outstanding service, experience and enjoyment that we always have done. Our environmental impact continues to be of utmost importance and as we make changes to our service to follow the latest guidance to keep you safe, we will not compromise on our commitment to the environment.

Above all, the wellbeing of you and your guests is our number one priority which is why we give you our commitment that while in our hands, you can enjoy yourself in a relaxed and secure setting.

