

Covid-19 Safety Procedures

At Lucky Voice, our incredible staff and guests are at the heart of everything we do. As we start to reopen our venues in line with government recommendations, these are some of the extra processes we've put in place to make sure you're safe during your visit:

For Guests

-  1. The public areas of our venues are temporarily closed. Orders are only available via room service.
-  2. No entry is permitted to the general public without a prior booking.
-  3. Food and drinks are delivered to guests without the need for direct contact.
-  4. Hand sanitiser is available for customers throughout our venues. All guests are requested to sanitise upon entry and exit.
-  5. All our services are now contactless and we don't accept cash payments.
-  6. We have temporarily removed all karaoke props and tambourines from our private rooms.
-  7. All customers are required to wear a mask outside of our karaoke rooms.
-  8. 6 people maximum per private karaoke booking. In our London venues, all guests for each booking must be from the same household.
-  9. The volume of music has been reduced slightly in each private karaoke room.

Book with confidence

In case your booking cannot be fulfilled due to Covid-19 restrictions, you're entitled to a voucher for a future date, a reschedule or a full refund.

For Staff

-  1. We have spoken to all our employees to ensure they feel safe and positive about returning to work.
-  2. All staff have received special training and fully understand their personal responsibility in keeping each other and our guests safe during this time. Necessary PPE provided for all team members.
-  3. Clear working zones have been created for all employees so it is easy and practical to follow social distancing rules while at work.
-  4. Our on-shift cleaning routine has increased significantly, with a particular focus on 'hot spot' areas. All private karaoke rooms are thoroughly cleaned + our microphones are sterilised between groups. A nightly deep clean is also conducted throughout the venue by a professional cleaning company.
-  5. Mandatory hand washing and changes of PPE scheduled for all staff at regular, frequent intervals.
-  6. Work rotas have been revised to ensure employees arrive to work at staggered times.
-  7. All team members must undergo daily symptom and temperature checks before their shifts start.
-  8. Staff travelling to work via public transport must change into a separate, freshly cleaned uniform in an especially designated changing area.