

# Covid-19 Safety Procedures

At Lucky Voice, our incredible staff and guests are at the heart of everything we do, so we still want everyone to feel safe even as we return “back to life, back to reality”!

These are some of the extra processes we’ve put in place to make sure you’re still safe during your visit.

## For Guests



1. Private karaoke room guests can order food and drink to their rooms, but are also welcome to use the bar area.



2. Hand sanitiser is available for customers throughout our venues.



3. All our services are now contactless and we don't accept cash payments.



4. Guests are welcome to wear masks in public areas if they wish.

## 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.



3. Our on-shift cleaning routine has increased significantly, with a particular focus on ‘hot spot’ areas. All private karaoke rooms are thoroughly cleaned and our microphones are sterilised between groups. A nightly deep clean is also conducted throughout the venue by a professional cleaning company.



4. Mandatory hand washing scheduled for all staff at regular, frequent intervals.