

# QUICK & SEXY FAQ

## GLORIA TRATTORIA & CIRCOLO POPOLARE

### HOW TO BOOK?

Bookings are available only on our website, you can check out our guidelines here [Circolo Popolare](#) and [Gloria Trattoria](#)

- Bookings open 30 days in advance on the website.

### FOR EXISTING BOOKINGS

Any amendments (including date, time and number of guests) can only be amended by the customer via the confirmation email or booking widget. If no availability is shown, that means we are fully booked, and cannot make further amendment.

Please note your confirmation email may have arrived in your spam folder.

### BIG GROUPS & PRIVATISATIONS UPDATE

Sorry amici, for the moment we are not hosting big groups, please follow news on social media [@bigmamma.uk](#)

### WHAT TIME SHOULD I COME AS A WALK IN TO GET A TABLE?

We recommend arriving at the beginning of the service (12pm, 5:00-5:15pm). If the restaurant is full when you arrive, we will give you an estimated waiting time. Unfortunately sometimes we won't be able to accommodate you, because our waiting list is full, too.

### HOW TO BOOK? DIETARY REQUIREMENTS & ALLERGIES

A few of our dishes are available in their delicious Vegetarian, Vegan and GF options. These are labelled on our menus available on the website.

- Sorry amici, we don't have GF pasta or pizza
- Common allergens are labelled on our menus, but please bear in mind dishes can contain traces of allergens and gluten. For more extensive list, please ask your waiter or email us [amore@bigmamma.com](mailto:amore@bigmamma.com)



### DOGS & BABIES, CUTE LITTLE THINGS

Cute babies and dogs are welcome in our restaurants (just no pets on the flowery carpet downstairs at Gloria). Just ask your waiter for a high chair if you need one ;)

### BIRTHDAY CAKE TIME!

You can now request a special and delicious birthday cake at Gloria & Circolo:

1) Make a booking for 4-6 people (via our website)

2) Email [gloria@bigmamma.com](mailto:gloria@bigmamma.com) or [circolo@bigmamma.com](mailto:circolo@bigmamma.com) with your booking reference number, birthday cake request in your subject line & your special message for the cake. Our team will give you all the necessary details. (Please let us know at least 3-4 days in advance of your booking)

- Sorry amici, you can't bring your own cake, drinks or decoration to the restaurant

### VOUCHERS?

- Sorry, we currently don't sell any vouchers for our restaurants!

- If you've received a Breakfast voucher - please note those are no longer valid

### MEASURES TAKEN IN OUR RESTAURANTS - COVID-19

- We are placing our customers' and team's safety at the highest priority. Below you can find out the measures taken in Gloria and Circolo to ensure the well-being of everyone visiting.

- Socially distancing our tables to 1m+, as per official guidance. We have removed any tables which we couldn't allow the necessary distance for;

- There is regular and mandatory disinfection of surfaces, touch points, door handles, faucets, toilets, card machines, tables, etc.

- We take temperature checks of all staff twice daily;

- Our team wear mandatory face masks;

- Mandatory hand-washing every 20 mins and use of hydroalcoholic gels throughout as often as possible for the whole staff;

- We provide individual single use menus for each customer & online menu QR code option is available too;

- We provide face masks for your transition to & back your table if you desire;

- Hydroalcoholic gels are available throughout the restaurant and at entrance and exit points;

- There increased booking availability to reduce queues as much as possible.

