



PROTOCOLS FOR RESTAURANTS

- Intensify cleaning, sanitization, disinfection and ventilation.
- Develop and implement procedures to check for signs and symptoms of employees daily upon arrival.
- A disinfection zone must be installed. (Footbath, a hand gel dispenser, and alcohol spray).
- Prohibited access to common areas in which people can congregate. Arrange flow of customers to eliminate bottlenecks and reduce crowding.
- Live entertainment is prohibited.
- All restaurant staff must wear either N95/KN95 masks and glasses/ face shields.
- Customers should arrive to the restaurants wearing either N95/KN95 masks and only take them off when their food/ drink arrives.
- Customers should wear their mask/ face covering anytime they are not seated (such as while arriving, leaving, at the moment of using any common areas or going to the restrooms) and while they are talking at tables and not eating.
- Standing is prohibited in any common area of the establishments, except the lobby/ waiting area and keeping the distance of at least 1.5-meters between groups (families) or customers.
- Payments are suggested to be done by credit cards or any other contactless payment method. Cash is accepted in all restaurants and will be disinfected before and after contact.
- Hostesses or waiters will ask guests who arrive at the restaurant (when the law allows it), to go through the disinfection ritual: they should clean their hands with alcohol gel and clean the soles of their shoes by stepping in a footbath.
- The temperature of all those arriving at the restaurant will be checked.
- Buffet service will be suspended until further notice. Walk-in access to all our restaurants and bars is suspended for all services while the State of Emergency lasts.
- Once the State of Emergency has ended, or according to regulations, the seating capacity will be between 30% to 50% of full seating. Tables will be separated by at least 1.5-meters.
- If restaurants have a different entrance than the main door, a disinfection zone must be installed. (Footbath to clean the soles of their shoes, a hand gel dispenser, and alcohol spray).
- Eliminate plastic placemats and linen. They will be replaced by disposable paper placemats and linen.
- Provide wrapped self-service condiments and disposable service ware, such as single service packets
- Remove laminated cards.
- Implement one of the following options: reusable menus that are disinfected after each use; single-use disposable paper menus; display menu options on a board or sign; use an application service, a website or QR codes for guests to view the menu on personal devices.
- HACCP (Hazard Analysis and Critical Control Points) measures must be applied 100% in all F&B procedures.
- F&B stands to wash their hands every 20 minutes with soap and water to reduce contagion and contamination.
- Employees should limit the sharing of objects and discourage touching of shared surfaces; or when in contact with shared objects or frequent touched areas, use hand gel or wash hands before and after contact.
- Minimize the number of staff serving a given table. Have one staff person take a table's order, bring all of their beverages/food/ utensils, take payment, etc.