



Information for our Guests attending Boston Pizza

Coronavirus (COVID-19) Updated June 12, 2020

We are very excited about re-opening the Boston Pizza Patio on June 12, 2020. At this time only outdoor dining is permitted. We have been working diligently on new operating procedures to ensure proper physical distancing and sanitation to help protect the health of our Staff Members and our Guests the protocols below are aimed to outline our operational changes for a safe re-opening. Please carefully consider your personal health factors when making a decision to visit us.

What to Expect Onsite

In addition to regular health and safety procedures, the following additional measures have been implemented:

Several signs have been placed throughout the facility explaining policies and friendly reminders to maintain physical distancing. Guests and Staff Members must practice proper social distancing by standing at least 6 feet away from other groups that are not with them.

- At all entrances – Health screening signage is posted, asking guests to refrain from entering if answering yes to any of the following:
 - Do You have a fever, cough or difficulty breathing?
 - Have you travelled in the last 14 days?
 - Have you had close contact with someone who has travelled in the last 14 days?
 - Have you had close contact with someone who has tested positive or presumed positive for Covid-19?
- Floor Markings have been placed in the lobby as well as outside to ensure that guests who are waiting are 6' apart to ensure physical distancing
- Enter Only and Exit Only signs have been placed appropriately to ensure that guests do not enter and exit through the same doors where possible.
- Directional Arrows have been placed throughout the facility and patio to maintain in and out traffic flow and reduce the amount of cross over, always follow these to keep up physical distancing practices while on the property
- Dining tables have been placed 6' apart to ensure proper physical distancing
- Reservations must be booked in advance by calling 519-745-8888 or [online](#)

- A log will be maintained with contact information for 1 person in the group (typically the person making the reservation)
- Reservations will be taken for groups of 10 people or less
- Please arrive NO MORE than 10 minutes before your reservation.
- Check in with the staff member at the Reception Desk
 - All team members will be wearing masks at all times and disposable gloves as required.
 - All team members are health screened prior to starting their shift
 - Plexi glass barriers have been installed between the staff members and guest at point of admission
 - Hand sanitizer has been placed at points of entry and exit and throughout the facility for guest use.
 - All touch points at point of admission will be sanitized by the staff member after each transaction.
- Service protocols will look different
 - Single-use paper menus will be provided to guests
 - Individual kids coloring books and crayons are available, crayons are not reused and disposed of if left behind
 - only single serve condiments will be used
 - Nothing will be preset on the tables
 - Walk up bar service is not available, everything must be ordered with your server
 - Beverage Service – no coasters, no glass garnish, refills will be in a new glass and individually wrapped straws will be served with drinks
 - Tables and chairs will be completely sanitized in between use. A sign will be placed on the table indicating that the table is clean and ready to be occupied
 - We prefer Credit and Debit as method of payment, and we offer contactless payment as an option, tap is enabled on all pin pads up to \$250.00.
- The frequency of cleaning and sanitizing has been increased in all public spaces including washrooms with an emphasis on frequent contact surfaces. All staff members have received training on new COVID-19 safety and sanitation processes.

The safety and security of our staff and guests is a priority at Bingemans. As such Bingemans has increased safety, cleaning/sanitizing and taken other measures to aid in preventing the spread of Covid-19 and other communicable viruses and diseases. Despite our increased efforts, due to the infectious nature of these viruses and diseases and the many patrons and guests visiting our facilities and venues or using our services, Bingemans cannot and does not guarantee that our facilities are virus free or that patrons and guests will not be exposed to viruses and other communicable diseases from staff or any other patrons or guests. Accordingly, Bingemans assumes no liability in respect of the spread of any virus or infectious disease and all patrons and guests attending at any Bingeman facility or venue do so at their own risk.

*This document will be updated as new information is available