

REQUIREMENTS FOR CUSTOMER ENTRY

Sherkston Café

Related to Coronavirus disease (COVID-19) pandemic

Updated April 21, 2021

Customers must obey the instructions, both written as well as verbal, given by staff. Failure to comply will result in removal from the premises and denial of future entry.

Customers will also adhere to the Customer Code of Conduct.

Customers must wear a mask or face covering in a manner that covers their mouth, nose and chin as required by the Face Covering By-law.

Take-Out Service Only.

Reduced Occupancy: Service for Single Customers Only.

We ask that only individual customers enter the café unless absolutely necessary.

Customer Admittance Protocol

Customers will line-up and enter through the main doors of the FunPlex (Lobby), proceed one-way, through being served, and exit via the side door in the parking lot near Sherkston Laundry.

Customers must maintain a 2m (6.5ft) distance from any other individual. Distancing markers are provided.

Customers in self-quarantine, as prescribed by a government agency are not permitted to enter the business.

Customers who answer YES to any one (1) of the ten (10) self-screening questions (as posted) are not permitted to enter the business.

Upon entry, customers are required to sanitize their hands using the solution available at the hand-sanitation station and to follow the posted traffic-movement signs.

An attendant will regularly use a disinfection spray bottle to spray both the interior push bar of the door and surrounding door surface, and the exterior handle of the door and surrounding surfaces as well as any other customer contact points.

Customer Order-Taking & Payment

Customers will wait for service while standing directly on one of the distancing markers on the floor.

Customers are not to approach the service counter or to move from their distancing marker until instructed to do so.

When the customer has completed their transaction and is collecting their items, preparing to exit the building, the attendant will instruct the next customer in line to remain where they are on their current distance marker until called forward.

In the event that a customer's order is delayed, the attendant may instruct the customer to wait on a distanced, designated marker and await further instruction.

The attendant will sanitize their hands between customer transactions.

The cashier will use a spray bottle or wipes to disinfect the counter(s) and contact points of both the customer and cashier.

The attendant will then instruct the next customer in line to move forward for service and remaining customers to move forward one distance marker.

The attendant will process the customer's order.