

## **Harbour House Grill COVID 19-Protocols**

We at Harbour House Grill would like to assure you that we are taking health and safety protocols very seriously. In order to meet COVID-19 social distancing measures, we are reinforcing our already rigorous standards and operating procedures for the utmost in food safety, preparation, hygiene and service.

### Food Preparation:

Throughout the day, our staff are sanitizing all high-touch surfaces in our restaurant including door handles, pay pads, countertops, and other surfaces.

We are offering takeout and delivery only, we prefer payment via wireless debit/credit device, however we do accept cash and will sanitize it once received.

Below are some details regarding protocols:

### Ordering and Picking Up Food for Takeout:

- To ensure quicker service, please look up our menus online either via Facebook or our website at [www.harbourhousegrill.com](http://www.harbourhousegrill.com) and phone ahead 705-456-3663 if possible.
- When ordering, please ensure to give your name and phone number with the order. Also, if you would like us to deliver your food to your car and you would like us to wear gloves or a mask, please let us know when you call. If you choose to have us bring your order to your car with our wireless debit device, please phone when you arrive so we know.
- If a customer did not order ahead, our staff will try to come outside to take an order when our inside is at capacity or if you phone and ask us to (weather permitting).
- We will also have a menu posted outside by the front door so customers can avoid lingering for too long inside while deciding.

### Picking Up Food:

- Once the order is ready, our staff will come outside so customers can pay without entering (weather permitting).
- At the restaurant, there are two sanitizing stations set up for customers on our premises — at the entrance, where we ask that customers use the hand sanitizer before interacting with our staff, and just outside our patio gate, in cases where customers wish to wait on the patio while waiting for takeout at their own risk. You must follow physical distancing protocols and use tables as you would a picnic bench and sanitize it with sanitizer provided for your safety.

- We regret that there is no table service at this time and our patio is not open for regular service; however, customers can be on the patio permitted they follow these protocols.

Physical Distancing:

- No more than 5 people at a time can be in the patio area or inside the restaurant. For seating, all tables are 6 feet plus apart.
- Leading up to our front door, customers will see markers on the ground in chalk. Please use these as a guide for physical distancing of 6 feet.
- We regret any disappointment our valued customers may experience if asked to wait outside or off the premises.

This is a stressful time for all, but please respect the practices put into place for the sake of public health and safety, which is a collective effort.

We reserve the right to modify these practices based upon experience we gain in these unprecedented times.

Although the current situation is hard on everyone, and something we have not encountered before, our commitment to health and safety is longstanding and our top priority.

We thank you for your cooperation in respecting the practices put in place, despite any inconvenience this may cause. We look forward to resuming our regular service when possible.

Sincerely,

All of us at Harbour House Grill!