

Customer FAQs on Limited Menu 3/30/2020

General statement:

Due to challenges from the current global coronavirus crisis, our restaurants will be offering a limited menu to help simplify operations and aid our restaurant teams in delivering a great customer experience.

Q1	Why is my favorite menu item no longer being offered?
A1	To help simplify operations and aid our restaurant teams in delivering a great customer experience in these challenging times, our restaurants will be offering a limited menu. We are sorry that your personal favorite is not available right now, but we are hopeful to be back to regular menu, as soon as we can.
Q2	How long will this limited menu be in place? When will all day breakfast be back?
A2	The menu will stay in place for approximately 90 days but we will evaluate as we go given the uncertain duration of the crisis phase.
Q3	Are all restaurants offering a limited menu, or just some? My local restaurant still offers counter service, are they having limited options as well?
A3	Yes, all of our restaurants will be moving to a limited menu at this time. It is possible, that during this transition period, some restaurants will continue to offer a full menu while supplies last.
Q4	Have you limited items that are available through McDelivery (UberEATS, Door Dash, etc.)?
A4	Yes, the same limited menu we are offering in the restaurants will be available through McDelivery.
Q5	Can I still get a Shamrock Shake?
A5	Because this product was offered for a limited time only, most restaurants are no longer offering Shamrock Shakes.
Q6	I have dietary concerns, why are you taking away my parfait?
A6	I'm sorry that your favorite item is no longer being offered. Please know that we hope to be serving our full menu of items again, after this crisis is behind us. We appreciate your understanding as offering a limited number of products will help our restaurants be able to better focus on delivering a good experience for our customers.
Q7	Am I still able to customize my sandwich with the limited menu?
A7	Yes, you can still customize your sandwich with available ingredients.

Q8	Is the limited menu reflected in the Mobile App?
A8	Yes, McDonald's Mobile App should reflect the changes offered at each McDonald's restaurant.
Q9	Can I customize my order in the Mobile App?
A9	Yes, you can still customize your sandwich with available ingredients.
Q10	I am disappointed that I can no longer get Gogurt as an option for my child in the Happy Meal...she doesn't like apples. Can I get the Happy Meal at a reduced cost?
A10	I am sorry for any disappointment in not offering the Gogurt as an option in the Happy Meal. Since pricing decisions are made by our franchise owner, the decision to make that price adjustment would be made by the individual franchise owner.