

# GOVERNMENT-IMPOSED OCCUPANCY LIMITATIONS AND SOCIAL DISTANCING REQUIREMENTS

In the event your local, state or our federal government requires conditions that encourages social distancing (e.g., operation at no greater than 50% capacity, no greater than 50% seating, allowing patrons to stand or sit at least 6 feet apart, etc.), it is recommended that you follow these operational guidelines. These types of regulations typically are an attempt to improve social distancing within places of businesses and public accommodations, with which McDonald's restaurants may be required to comply.

We want to ensure that we create an environment where both employees and guests feel safe by minimizing/reducing person-to-person contact during the food ordering and collection process should you be required to comply. Please contact your Franchise Business Partner if you believe your city or state has implemented such restrictions.

## **Customer Communication Plan**

Print the following communication posters and place in the following areas:

- [Every other table in the lobby](#)
- [Vestibule doors and front counter pick up area](#)

## **Operational Process**

- Stagger the signs across your lobby so that space between customer seating is about equal
  - For instance, if you have rows of tables or booths, you can place signs on every other table or booth to encourage equal spacing throughout the lobby
- DO NOT restrict customer access to portions of your restaurant (i.e. block off an entire section of your restaurant lobby). The intention behind this regulation is to encourage social distancing. By restricting access to a portion of your restaurant, you will only be putting more customers in a confined space
- Assign an employee to the lobby to do the following:
  - Have a visible presence with a heightened execution of cleaning and sanitizing high impact areas of the restaurant
  - During peak arrival times, when seating capacity within your restaurant lobby reaches the capacity limit, the lobby person should immediately notify the Shift Manager that all tables without signs are in use and the Shift Manager should instruct the front counter assembler to bag all guests orders until further tables are once again available in the lobby
- If a guest asks about the restricted occupancy, please indicate that McDonald's is implementing the restriction in accordance with the city, state or federal government requirements and McDonald's is committed to protecting the health and safety of all customers



# Please do not use this table

We're following the guidance of local authorities and encouraging **social distancing** in this restaurant to protect the health and safety of our people and customers.

Please support us in our efforts to protect the health of our crew and customers by **removing your trash from the table and placing it in the trashcans provided.**

Thank You



**Your safety and well being  
remain our highest priority**

Due to the recent Health Department order, we must restrict capacity to the restaurant in an effort to enable social distancing.

**Please help us by observing  
social distancing of at least 6  
feet while in the restaurant.**

We appreciate your support in keeping our crew and guests safe.