

BANYAN IS REOPENING

In addition to our usual high standards of maintaining a clean and safe environment, we have updated our procedures to ensure the safety of our restaurants for both guests and staff.

PATIO DINING |

Safety + Precaution

- Per government regulations waiting areas are not permitted
- Please show up to your reservation on time. If you show up early you will be asked to wait in non-dining areas
- **No show reservations or reservation canceled not in compliance with our cancelation policy will be charged \$35 per person** – please see cancelation policy below:
 - **Due to limited capacity, our cancelation policy has been changed to 24 hours' notice**
 - Please stay home if you are not feeling well and have a temperature of 100 or above
 - You will not be charged the cancelation fee if you or someone in your party is not feeling well
- Walk-ins will be permitted – COVID screenings and temperature checks will still be required
- Reservations are limited to groups no larger than 6 guests
- All guests will be COVID screened before dining and have their temperatures checked before entering the patio
- **A Safety + Protection Fee of \$5 will be applied to each guest check** – this covers the thousands of dollars we have spent on PPE to keep our staff and guests safe. We are happy to provide our guests with a detailed list of all expenses.
- You will be asked to sanitize your hands with provided solution prior to entering our dining areas and before entering our restrooms
- All staff members have participated in COVID training
- Minimize non-essentials -
 - Please bring yourself, a form of payment, and your cell phone only. Large bags, large strollers (please let us know if you have a stroller in advance so we can place you at an appropriate table), car seats, etc. will not be permitted in certain areas of the patio
- Mask Requirements –

- We ask that when you are not eating or drinking you keep your facemask on and that it be secured properly. **It is important that you have on a face covering while speaking to or approaching any of our staff.**
- Please do not leave used face masks on our tables or behind for our staff to dispose for you
- Our staff will be masked 100% of the time
- Masks must be worn while using our restrooms
- Physical Distancing –
 - Spacing of 6ft or more with all tables in the dining room/patio
 - When using our restrooms please wait in the designated area and maintain 6ft of distance
- Sanitization –
 - Regular sanitization of high touch areas using EPA registered disinfectants, such as workstations, tables, chairs, equipment, screens, pens, silverware, glassware, plate-ware, doorknobs, and restrooms throughout the space.
 - You will be asked to sanitize your hands before entering the dining areas or restrooms
 - Our servers and service staff will be hand sanitizing each time they approach your table
 - Food runners will change their gloves between each table's food delivery
 - Hand sanitizer stations will be placed throughout the restaurant
 - All staff members will change their PPE and perform sanitations between guests and as much as possible
 - Our restrooms will be sanitized after each use by our bathroom attendant
 - One guest will be permitted in the restroom at a time. Please be patient
 - Menus are single use only – QR codes will also be provided to pull up menus on your phone throughout your meal
- Staff Screening –
 - Temperatures will be checked by a manager at the beginning of each shift and logged.
 - Each staff member will be screened using the below COVID screening questions at the start of each shift

The Reservation Process:

After you make your reservation at Banyan you can expect our staff to take all the steps necessary to ensure once you and your guests arrive your dining experience will be as close to "normal" as possible. Outlined below is our process:

After you make the reservation you will get a confirmation email letting you know that we will be calling you 24 hours before your reservation to obtain the following information from you:

- Confirm the time, and number of guests
- Will you be requiring any stroller space or highchairs?
- Any allergies or dietary restrictions
- Will you prefer our reusables silverwares, cups, and napkins or would you and your party prefer disposable settings? Disposable settings are \$3 per person.
- COVID screening questions
 - What are the names and phone numbers of each person in your group? They will be receiving a call from us so we can go through the COVID screening with them as well. If we are unable to reach them, they will be screened at the door
- As a reminder you and your guests will have your temperatures taken before entering our dining area. Any party who has a guest with a temperature over 100 degrees will be asked to leave and reschedule with us at another time. No cancellation fee will be charged.

At the Table:

1. Once you arrive for your reservation or you are a walk-in your temperatures will be taken, and you will be seated. If you have not gotten your COVID screen before arriving the host will go through the list of questions with you.
2. You will be provided with paper (single use) menus or your table will have a QR code that will give you quick access to our menus
3. You will be assigned a server who will assist you through your dinner answering any and all question you may have. Drinks and food will most likely be brought to you table by a runner.
4. You will see a menu card on your table. You can use this card with the provided sanitized pen to fill out your food order. Don't worry. We will give you a fresh card each time you put in more food. The chef and your server will work together to curate your meal and make it as enjoyable as possible. If you'd prefer to have your food as it's ready, or in another specific way that's okay. Just let your server know and we can easily accommodate your needs.
5. Payment will require you to sign and tip on our handheld screen. Those screens will ALWAYS be sanitized before allowing you to touch them. Your card will be swiped table side but will not require contact from us.

TAKEOUT |

Takeout is available Tuesday-Sunday 4pm to 10pm/11pm (Friday + Saturday)

- Order for pick up or delivery through our website/toast or caviar

COVID SCREENING QUESTIONS:

1. Have you or anyone in your household had any of the following symptoms in the last 21 days: sore throat, cough, chills, body aches for unknown reasons, shortness of breath for unknown reasons, loss of smell, loss of taste, fever at or greater than 100 degrees Fahrenheit?
2. Have you or anyone in your household been tested for COVID-19?
3. Have you or anyone in your household visited or received treatment in a hospital, nursing home, long-term care, or other health care facility in the past 30 days?
4. Have you or anyone in your household traveled in the U.S. in the past 21 days?
5. Have you or anyone in your household traveled on a cruise ship in the last 21 days?
6. Are you or anyone in your household a health care provider or emergency responder?
7. Have you or anyone in your household cared for an individual who is in quarantine or is a presumptive positive or has tested positive for COVID-19?
8. Do you have any reason to believe you or anyone in your household has been exposed to or acquired COVID-19?
9. To the best of your knowledge have you been in close proximity to any individual who tested positive for COVID-19?

STAFF SICK POLICY I

- If you test positive for COVID we ask that you stay home until you have been symptom/fever free for at least 3 days and receive 2 negative tests before returning to work
- If someone in your home tests positive for COVID we ask that you stay home for at least 2 weeks or until your house member has received 2 negative tests
- If you or anyone in your home are displaying any COVID symptoms we recommend contacting a doctor for screening/a test. We also will ask that you stay home for at least 10 days with 3 of those days being symptom/fever free.

Honesty is the best policy. Your job will always be here from you when you return. Each employee by MA law has 40 hours per year or paid sick leave. In the state of MA under the CARES act if you receive a positive test you will be paid for 2 weeks to stay home and get well. This also applies to having to quarantine if you have been closely exposed.

Staff who answer positively to the screening questions or who have a fever of 99.7 or higher will be sent home immediately and DPH guidance will be followed for COVID-19 testing and return to work protocols