



# Customer Best Practices

## RESTAURANT DINING

City of  
Fort Collins

Dear City of Fort Collins Community,

Through this COVID-19 recovery, we need your help to support our local businesses and help them reopen strong, reopen safe.

The City of Fort Collins is allowing restaurants to temporarily expand outdoor seating to safely serve customers (in accordance with the CDC's physical distancing guidelines) so you can enjoy your favorite restaurants responsibly. We will continue to follow the State and County health director direction.

This program is highly discouraging social gatherings or congregating. All patrons should have a reservation and avoid gathering in groups outside restaurant establishments.

We are asking patrons for their voluntary compliance with the guidelines set forth by the City of Fort Collins. By being a responsible patron, allows all of us to support our local businesses and protect our workforce, our customers, and our community.

Our small businesses are the backbone of our community. Restaurants are working hard to adjust, so we ask all to be kind, have patience and follow guidelines through this transition. We know everyone in our community wants to support our local businesses as we are all in this together. Let's do the right thing for Fort Collins to help them reopen responsibly so that we can get back to all the things we love, together.

For more information about For Fort Collins visit [forfortcollins.com](https://forfortcollins.com).

Sincerely,

Mayor Wade Troxell City

Manager Darin Atteberry

### RESPONSIBLE PATRON CHECKLIST

- ✓ Call the restaurant ahead to see if they're taking reservations.
- ✓ All clients experiencing any flu-like symptoms (cough or fever) should not enter the restaurant
- ✓ Employees must wear face covers when entering the business. Customers must wear face covers when safe physical distancing cannot be maintained - when entering the establishment until seated, and if moving from their table to other areas of the establishment. For more information about the Larimer County Face Covering Order, click here.
- ✓ Look out for signs outside and inside the restaurant for any special guidance to be followed
- ✓ Practice the 6' physical distancing rule
- ✓ Limit time in waiting areas such as the entrance of the establishment, waiting areas, restrooms, etc.
- ✓ Do not gather in groups of more than 10
- ✓ Avoid sitting down
- ✓ Allow space between you and other customers in common areas
- ✓ Wait in your car or outside until your food/table is ready
- ✓ Your party must be 6 people or less.
- ✓ Restaurant patrons must be seated at a table. If tables are filled, you leave the establishment. Wandering around the restaurant, including standing and sitting at the bar is not permitted. Bars will remain closed for service.
- ✓ Buffets shall have an employee serving the food, no self-serving allowed.
- ✓ Restaurants may not exceed 50% of allowable capacity for indoor dining and up to 100% capacity with outdoor seating.
- ✓ If you notice sanitation/washing stations at the entrance go ahead and disinfect your hands upon entering the building.
- ✓ Avoid ATM's
- ✓ Avoid unnecessary touching in the restrooms - always wash hands
- ✓ Notify a staff member if soaps, paper towels, and other cleaning supplies are low
- ✓ Ask to pay ahead, contactless payment models, avoid cash if possible

### Other Considerations

- ✓ Check online or call ahead to understand business' expectations and rules that customers should follow
- ✓ When in doubt ask a staff member if you're permitted to do something
- ✓ Avoid walk-ins - please call ahead
- ✓ Remember employee safety is just as important as your own
- ✓ Support your favorite restaurant and remember to follow, rate and share them on social media
- ✓ Invite them to join the [#ForFortCollins](https://forfortcollins.com) rally