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# TERRAFINA

AT HESTER CREEK

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## 2021 Covid-19 reopening - Terrafina

Providing safe and clean environments for our guests and colleagues is always a top priority for Hester Creek. We remain committed to upholding the highest standards and want you to feel at ease when you visit Terrafina, knowing you'll experience the quality you expect from Hester Creek.

We have accordingly implemented additional safety and wellbeing measures and protocols for a COVID-19 world and beyond in accordance with B.C. government and Interior Health mandates.

In addition, comprehensive COVID-19 guidance is in place throughout our company, detailing how to protect against transmission of the virus, and procedures are in place in case there is a suspected or confirmed case among our guests or colleagues.

To help alleviate the risk of COVID-19 transmission through person-to-person contact, we kindly remind guests to maintain safe social distancing and of course please do not visit at this time if you are unwell, traveled out of country in the past 14 days, or are residing with someone in self isolation.

### Some of our key measure and protocols include:

- All staff have signed a good health check declaration form. They will be using gloves where appropriate, along with PPE including masks and face shields for specific staff positions.
- Upon arrival please queue outside at the visual markers if necessary, (which are at intervals of 6 feet), and the host will then seat your party.
- Hand sanitizing stations are available for use prior to entry into the restaurant; with additional hand sanitizing stations set up near washrooms, exits and take-out stations.
- Guest seating is at appropriate 6 feet social distancing, as well our occupancy numbers adhere to the maximums of 50% capacity allowed by the government. Please note, once your party is seated, no movement between tables is allowed.
- Guests will be provided single use menus and a QR code will be available for a contactless option.
- In order to reduce common touch points, our service team will be leaving any requested water and wine on the table for you to refill as needed.
- All washrooms have been converted to single use with appropriate signage, including cleaning protocols and alcohol-based disinfectant provided.
- We are increasing cleaning protocols in the restaurant / kitchen. Some specific measures:
  - Servers have washed their hands immediately upon entering the building, and after every touch point of each table (ie: clearing tables etc.)
  - We are undertaking an hourly cleaning schedule including bathrooms, door handles, and all high touch services.
  - We are sanitizing the debit machine, POS screens/keypads after every use.
  - We fully sanitize every table and its chairs after every use. All table-top items will be replaced with clean and/or sanitized ones between parties.
- Please be advised that we are required to maintain a guest log, recording the name and phone number for one guest in each party. This will assist with tracking guests in the event that there is a need for contact tracing on the part of the medical health officer.
- Please limit the use of cash payment, we instead request tap or mobile payment methods.

Although our restaurant operations have had to change, our commitment to the genuine care for our customers from our service team and a culture of culinary excellence from our kitchen team has remained the same. We wholeheartedly thank you for being a loyal customer in this time of uncertainty and for supporting local. If you have any questions or concerns, please feel free to direct them towards our Terrafina Restaurant Manager Thomas Swope, [Thomas.swope@hestercreek.com](mailto:Thomas.swope@hestercreek.com). Updated February 9, 2021