



Friends of Burgoo,

As a local Vancouver business, we take commitment to our community seriously. With that, we continue to monitor the growing impact of COVID-19 (coronavirus) as it impacts our city, neighbours, guests, and staff.

We want to ensure that the comfort of our bistros goes beyond food and beverage service and prioritizes the health and safety of all our guests. In these extraordinary times it is our mission to take extra precautions in ensuring the comfort and cleanliness within each of our bistros.

Building upon our already stringent cleaning policies, our teams have implemented new protocols to ensure the safety within all our bistros. Please see below for some of the preemptive measures that we not only employ daily, but have ramped up vigorously:

- Constant hand washing with verbal and written reminders
  - After use of all telephones
  - When handling credit/ debit cards / cash
  - After serving and/or clearing dishes
- Sanitizing credit card terminals, table tops, and chairs after use
- Disinfecting any and all public touch points including doors, bill folds, faucets, and any regularly touched surfaces
- Team members with any flu like symptoms, have been asked to notify our management team immediately and stay home until fully recovered
- As always, public hand sanitizer dispensers are available throughout all bistros

As a company we are working diligently to ensure that our staff and guests absolute safety comes first.

We will be following the evolving situation closely and will update our practices as recommended by the Public Health Agency of Canada, BC Centre for Disease Control and other local health authorities.

For up to date information please visit

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/being-prepared.html>

Thank you for your continued support. Please know that we are appreciative of you and confident that we'll get through this together.

Sincerely,  
Team Burgoo