

The Casa Bella Promise

The restaurant industry has an outstanding track record of protecting our employees and guests through uncompromising health and safety standards. To ensure everyone's safety as we welcome you back to our restaurants, we ask that we make the following promises to each other:

♥ OUR PROMISE TO YOU ♥

Our brand will continue to be leaders in health and safety, and the implementation of all recommended sanitation procedures by the World Health Organization and our government. We will keep up to date with world trends, and as more information becomes available, implement additional sanitation procedures and best practices to prevent the spread of COVID-19. All employees are trained on current best practices, appropriate cleaning and disinfection, hand hygiene, and respiratory etiquette. This includes but not limited to:

- Hand sanitiser and a facemask will be given to all employees to use while commuting to and from work.
- All employees must pass a daily health screen before entering the restaurant.
- All employees will wash and sanitise their hands as they enter the restaurant.
- All employees will wear a facemask, or a face shield while in the restaurant.
- All visitors, including delivery people, will be health screened before allowing stock into our restaurant or delivering a meal to your home.
- Every delivery bag will be sanitised before placing your takeaway order inside.
- All Front of House employees will wash and sanitise their hands between interactions with customers.
- Back of House employees will wash and sanitise their hands every 15 to 30 mins, and we will clean and disinfect all cooking areas regularly.
- All parties will maintain a 1.5m social distance, including customers waiting to be seated, served, or any person collecting a takeaway order.
- Hand sanitising stations will be available to all customers, employees and drivers upon entry and throughout the restaurant.
- We will sanitise the seating area, including tabletops in front of our customers as they are seated. We will re-sanitise the same area after they depart.
- We will not leave condiments, placemats, crockery, glassware, or other traditional tabletop items on unoccupied tables, they will be cleaned, sanitised and handed out on arrival.
- We will make disposable menus available at all times, and a new menu will be given to each customer.
- Our customers are also welcome to use our digital menus, which are available online.
- Our cutlery and crockery are cleaned according to SABS standards and at very high temperatures. Should a customer, however, feel uncomfortable, they are welcome to request disposable plastic cutlery, and it will be made available.
- We encourage contactless payment; however, should a customer need to touch our credit card machines, we will disinfect the machine before and after use.

♥ YOUR PROMISE TO US ♥

You agree to follow the Minimum Health Standards adopted by the government, by:

- Following the social distancing and sanitary guidelines that have been put in place to protect you and our other customers and employees.
- Self-screening before entering the restaurant for any signs of COVID-19 including but not limited to fever, cough, shortness of breath, or known close contact with someone who has COVID-19.
- Completing our customer register as required by the government to help trace potential high-risk individuals or to prevent the spread of COVID-19.
- If you cannot enter the restaurant or are otherwise concerned about contracting COVID-19, please use our contactless delivery options.
- If you have any questions about the CASA BELLA PROMISE, please ask for a manager who will be happy to assist you.



ACT RESPONSIBLY



Casa Bella®

WoodFired Pizza • Pasta • Grills



♥ STAY SAFE