



Good times.  
At a distance.

As per government guidance, all customers must wear a face covering when inside our pizzeria (except when seated at your table).

### We've adapted our service journey for dine-in:



Scan the QR code to view our digital menu



We'll show you to your table



Order from your server  
(from the menu on your phone)



When finished, we recommend  
paying cashless at table

Dining-in may take a little bit longer than before,  
but we promise not to compromise on the Milano experience you know and love.

### We have also implemented the following key measures:

1. Team health is checked regularly and cleanliness standards and hand-washing has been ramped up
2. We've adapted our service journey to keep you and our team members safe so things will seem different and we ask that you bear with us
3. We have introduced a digital menu and online payment process
4. Social distancing is in place for both our customers and team
5. We have been closely following Government advice and are ensuring the most up to date scientific advice has been considered



## Frequently Asked Questions.

**Q: When are we re-opening for dine-in?**

A: From the 9th July onwards we will start to open most of our Milano restaurants. Please visit our website for further information [www.milano.ie](http://www.milano.ie)

**Q: Why can't I book a table and get a confirmation of the booking straight away?**

A: To ensure we are adhering to social distancing and government advice, we are limited to how many customers we can have in our Restaurants. Therefore, we will need to ensure we can accommodate your booking. When you enquire you will get a confirmation email within 48 hours direct from the restaurant team.

**Q: How many people can I book a table for?**

A: You can book for a table for up to 6 people in accordance with government guidance.

**Q: Will you be offering Kids Parties or Pizza Making Parties.**

A: We will not be able to book any Kids parties or Pizza Making Parties due to the government guidance on social distancing until further notice.

**Q: What items of PPE will our staff be wearing?**

A: We are adhering to the latest government advice which confirms all team members must wear a face covering whilst working. Rather than wearing gloves which can lead to poor hygiene controls, our teams will follow a more robust process of handwashing on a regular basis (every 20 minutes).

**Q: How can you be sure COVID-19 doesn't spread to food or packaging?**

A: The latest scientific guidance from the government says there is no evidence COVID-19 can be spread via food or packaging.

**Q: Do you check your teams' temperatures before starting work, to ensure they are not asymptomatic or spreading the virus to your customers?**

A: While government guidance is that temperature checking is not mandatory, we will be conducting daily and weekly health checks with our team members.

**Q: How can I be assured your Restaurants are adhering to the latest health and safety guidance?**

A: Every Restaurant has been inspected by our quality and safety team and once they are satisfied that government guidance has been adhered to, including social distancing measures in addition to our own robust health and safety procedures, they'll be provided with a signed and dated certificate to ensure the government guidance for social distancing processes is in place as well as our robust health and safety procedures.