

Our commitment to staff & guests

Will you perform a health check on staff or guests?

Hy's has a flexible sick leave policy. Employees who have fever, cough, or feel unwell in any way will be asked not to attend the workplace, or excused from work. We respectfully request that guests, suppliers and other visitors who have similar symptoms, or feel generally unwell, do not visit our restaurants.

Will you require proof of vaccination?

We follow the government requirement that all patrons dining in restaurants must show proof of vaccination and accompanying personal identification. Those who are not able to produce government-issued documentation will be denied entry.

Will employees or guests be required to wear Personal Protective Equipment (PPE)?

We follow the provincial Public Health Orders. To comply with government laws, guests visiting the restaurant must wear face coverings at all times: when entering and existing, using the restrooms or otherwise moving through the space. Face coverings may only be removed when seated at the table. Employees will wear face coverings at all times during their shifts.

What is the policy regarding cleaning, sanitizing & personal hygiene?

Hy's of Canada regularly follows the highest industry standards of cleanliness in all operations. Staff are well trained in established practices for food handling and safety, and are required to follow company standards for personal presentation and hygiene.

Guests will notice visible signs of rigorous attention to cleaning and sanitization. Hand sanitizers are available at the entries and in other convenient locations. During service, employees are assigned to clean and sanitize all high-touch points at the entrances and exits, in the dining areas, and in the guest restrooms.

Will there be any changes to service?

Hy's and Gotham are committed to providing a guest experience of the highest standard. During the various phases of re-opening, certain service procedures were altered or paused to ensure safety of employees and guests. Some modifications may remain. All menus are available in traditional form, or may be accessed on personal devices via QR code. Coat check and Valet parking services vary by location. To plan preparation for service and for staffing, reservations are appreciated. Calling ahead is encouraged, as due to high demand, walk-in traffic may not be able to be accommodated.

What kind of experience will I have?

Our number-one goal is the health, safety and comfort of our staff and guests. We will work with each other as a team, sharing ideas and feedback to achieve this goal. Management and service staff will consult with guests to assess comfort levels, and perform our duties accordingly, with professionalism, courtesy and warmth. We value the opportunity to get back to business, and to welcome you once again. Looking forward to seeing you soon.