



Important Information Update: COVID-19

Hong Kong, and the rest of the world, is experiencing unprecedented health and financial pressures. We are facing some uniquely challenging and extremely stressful times, like never before. Everyone is anxious and uneasy about visiting public areas – we at Oolaa Group acknowledge the necessity for the most stringent health and safety measures and policy at this time.

The wellbeing of our customers and staff is paramount and we have implemented strict cleaning and hygiene procedures:

- Guests will be asked to honestly declare if they have travelled outside of Hong Kong in the past 14 days – if so they will be denied entrance
- Mandatory temperature checks for all staff and customers – anyone with a temperature of more than 37.8C will be sent home or denied entrance.
- All tables will be cleaned, with antiseptic, after each customer.
- Hand sanitizer will be readily available to all customers and staff.
- Individually packaged hand sanitizing wipes provided for all customers
- All staff must sanitize their hands after handling plates and menus.
- All restaurants will be thoroughly sanitized, in the evenings and have a weekly deep cleanse, by a registered contract cleaning company.
- Table allocation will focus on good spacing of diners, where practical.
- Glasses, napkins and cutlery will only be provided when food is ordered.
- Our staff are all required to wear masks – to protect them from customers who obviously remove them when eating and drinking
- All surfaces and toilets wiped down and disinfected every 30 minutes.

All our staff receive ongoing training in health and safety protocol, and along with the above measures, we feel we can provide a dining environment that is safe and enjoyable - putting customers and staff more at ease.

We greatly appreciate peoples support and patronage, during these difficult times. This support is vital to the survival of so many local businesses.

Hong Kong is a resilient city and has overcome adversity before. A collective community effort and some common sense and we will get through this crisis.

Please be safe, remain vigilant, be kind and show respect for others.

Al, Mal & Brian

And the Oolaa Management Team