

Dion's

March 16, 2020

Dear Dion's Fans,

The health, safety, and well-being of our employees and customers remains our number one priority and we have been monitoring COVID-19 updates from the CDC and local health authorities to help navigate this ever-changing landscape. With this in mind, and in addition to proper and frequent hand washing, and extra cleaning and sanitizing, we have made the following adjustments to our operation:

- We have limited dine-in capacity by 50% or moved to carry-out only as recommended by health officials.
- All orders, even dine-in, will be packaged to-go and all items will be pulled from the condiment counter for ease and safety. We will also provide new cups for refills as an additional precaution.
- Our stores will close at 9:00pm every day.

I recognize this is an unprecedented situation and I apologize for any inconvenience these changes may cause you. If there is anything our crews can do for you, please do not hesitate to ask.

In the meantime, thank you for your continued support.

Be Well,
Mark Herman
CEO



Dear Dion's Customers,

The health, safety, and well-being of our employees and customers is our number one priority.

At the top of our list of preventative measures, are reinforcing proper and frequent hand washing, and requiring employees to stay home if they are ill.

While we are always diligent when it comes to cleaning, sanitizing, and food safety, we have implemented additional processes that are the primary focus of our management team. This includes increasing bathroom sanitizing, and cleaning countertops, tables, chairs, booths, highchairs, and door handles frequently throughout the day.

Please know Dion's is working diligently to keep our employees and customers safe. We will listen, adapt, and communicate as events unfold. In the meantime, we are open for business, and our drive-thru windows remain a fast and easy option for those looking to avoid crowds.

