**Sanitation Charge Template**

This template is designed to support you to communicate a service charge to your clients. Due to this crisis it is safe to assume that you will be incurring the additional expenses related to social distancing and government mandated health & sanitation steps. Please use this at your discretion. If you have questions, please reach out to your brand consultant for support.

**Signage**

If you elect to post a sign at the front desk it can see something simple and to the point:

*“Due to government mandated health & safety requirements placed on our industry we have added a modest ($1, to $3) fee to your ticket to offset the additional expenses.”*

Note: Choose the dollar amount after you analyze how much you will be spending on masks, gloves, aprons, smocks, face shields and other additional costs. You can use a percentage instead of a dollar amount if you wish. In our experience, a dollar amount is easier to understand for everyone involved.

**Script**

Train the team to communicate about the service charge:

*“Due to government mandated health & safety requirements placed on our industry we have added a modest ($1, to $3) fee to your ticket to offset the additional expenses. We appreciate your understanding and support. Please let us know if you have any questions.”*

It is important to coach your team to communicate this in a calm, matter of fact & confident way.

For more information and resources:

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