



Resolving Face Covering Conflicts

Overview: Guests will no longer be required to wear face masks inside the restaurant (unless required by local jurisdictional mandate). As many incidents involving mask mandates often result in attempts to film, this document includes an overview of **Guest Filming Guidelines**.

Updated COVID-19 Mask Policy

- For stores that require that all guests wear a mask while in our store, print and post “Face Covering Required” sign at or near all entrances.
- Ensure all associates and vendors are wearing masks while working in the store.

Guest Filming Guidelines

- Panda’s policy is that, as a private business, we DO NOT allow guests to film on our premises.
 - If a guest begins filming on the premises of your store, please inform the guest of our policy using the following verbiage: *“I apologize for any inconvenience, but as a private business, we do not allow guests to film on our property.”*
 - If the filming is related to a service or experience issue, please continue to reinforce the policy to the guest and use the following verbiage: *“I would like to help you with your concern, but I am unable to proceed until you stop filming.”*
 - If the guest continues filming despite being informed of the policy and limits, reaffirm the policy and establish negative consequences: *“I would like to help you but am unable to do so while you continue filming. If you do not stop filming, I am, unfortunately, going to have to ask you to leave the premises.”*
 - If the guest refuses to leave/stop filming, contact law enforcement as a LAST RESORT.