

May 20, 2020

Time to rebuild
Responsibility, for ourselves and each other
Understanding there will be challenges but we will face them as a team
Safety is our one and only priority
Together, we are better

To our guests,

At Hy's and Gotham, nothing has ever mattered as much as the people who fill our rooms.

Our family – our team members and our loyal guests – have made us who we are. For over 65 years, the concept of family has been the platform on which we have built one of the most successful restaurant companies in Canada, and it is the concept that will see us through the most challenging time we have ever faced.

Shuttering our operations was the easy decision. To flatten the curve and help stop the spread of COVID 19, it was simply the right thing to do, for our people, and for the community at large. Now as we prepare to re-open our restaurants, we are cautiously and carefully considering each step, with a singular goal in mind – ensuring the health and safety of our family.

At first glance, operations will look very different. Physical distancing measures will create a new look in the rooms, and a new way of social interaction. Rather than being discreetly performed behind the scenes, our normally rigorous cleaning and hygiene practices will be front and center, and offer visible reassurance of a safe environment. Service practices will be streamlined to minimize personal contact, and signage and messaging will be in place to help remind everyone of protocols and best practices.

Sure, things may seem unfamiliar at first. But hospitality is at the core of what we do, and that will never change. We are honoured and humbled by your trust in us, and will go above and beyond to ensure that trust is earned. Our great steaks, our fabulous cocktails, and our commitment to creating a safe, warm and welcoming space will remind you of where you are.

Now more than ever before, celebrating life's best moments with colleagues, friends and family – birthdays, anniversaries, Tuesdays – is exactly what we need.

Thank you for trusting in us. We can't wait to welcome you back.



Megan Buckley
Chief Operating Officer
Hy's of Canada