

## **White Castle® Valentine's Day FAQ's:**

### **Q: What is White Castle doing for Valentine's Day in 2021?**

A: We'll be celebrating Valentine's a little bit differently in 2021 with a socially-distanced car hop event at select Castles. Instead of dining inside the Castle, you'll book a parking spot and enjoy your meal car-hop style with car-side service.

### **Q: How does the Car Hop work?**

A: Customers who have made a reservation on OpenTable.com will pull into a marked parking spot at the Castle at the time of their reservation. A Team Member will greet them at their car to take their order and provide a brochure with Valentine's Day activities to enjoy while they wait for their food. Team Members will deliver customers' orders to enjoy in their car.

### **Q: When is the Valentine's day car hop event?**

A: Sunday February 14<sup>th</sup> at participating Castles. Hours for the event vary by Castle (some Castles will have a daytime event while others will have an evening event). Visit [WhiteCastle.com](http://WhiteCastle.com) for more information on participating Castles and event times.

### **Q: How do I book a reservation?**

A: You can make a reservation for our Valentine's Day Car Hop as early as January 7<sup>th</sup>! Please visit [www.whitecastle.com/vday](http://www.whitecastle.com/vday) to choose your location, you will then be sent to OpenTable.com to confirm and choose your reservation time.

### **Q: When can I book my reservation?**

A: Customers can book their reservations online at OpenTable.com or through the Open Table app beginning January 7<sup>th</sup>. This allows customers the ability to select their reservation time when it's convenient for them to do so.

### **Q: Can I get a table inside the Castle?**

A: As social distancing measures continue; our Castles are not offering the traditional Valentine's Day dine-in experience this year. Please consider trying out our Car Hop event this year by booking a Parking Spot on OpenTable.com!

### **Q: Can I get White Castle to-go on Valentine's Day?**

A: Our drive thru will be open for to-go orders on Valentine's Day!

### **Safety Measures in response to COVID-19:**

- White Castle Team Members will receive a temperature screening prior to entering the Castle for their shift
- Team Members are required to wear face coverings during their shift—We also request that customers wear a face covering when speaking to Team Members at the Car Hop event.
- Increased Team Member hand washing
- Increased cleaning and sanitizing of kitchen prep surfaces and high touch points
- Minimum social distancing of 6 feet, whenever feasible
- Car hop orders will be delivered to customers in a sealed bag
- Contactless payment option available for the car hop event—order and pay from your car using the White Castle Mobile App! See car hop attendant for more details.

For more information, see [White Castle's response to COVID-19](#)