



How to Be a Responsible Customer During Phase 3

When are businesses are opening for Phase 3?

The categories of [businesses that will be allowed to reopen in Phase 3, with specific restrictions](#), include:

- Health & Fitness Businesses
- Manufacturing Businesses
- Offices
- Personal Care Services (Salons, barbershops, spas)
- Restaurants and Bars for outdoor service
- Retail businesses
- Service Counters
- Youth Sports

How can I responsibly prepare for Phase 3?

As businesses reopen, it's important for customers to visit business establishments in a safe and responsible fashion. When supporting local businesses, please adhere to [State guidelines for Phase 3](#).

Will Lombard's restaurants reopen?

Restaurants in Lombard are available to open **for outdoor dining** in Phase 3 of the State of Illinois 5 Phase Restore Illinois Plan. [Restrictions will be in place for restaurants that open](#). If residents do not wish to dine on site, they are still encouraged to support local businesses by ordering food for pick-up, delivery, or curbside delivery.

What restaurants will be open and when?

- Lombard's restaurants, bars and establishments licensed to serve food and drinks can open when Phase 3 begins, for outdoor dining.
- Rooftops that fit specific restrictions may reopen.
- Restaurant interiors with large accordion doors, or removeable windows may also open, with restrictions, as long as dining tables are placed within 8 feet of the opening.
- Authorized outdoor dining and drinking areas are allowed, as long as items are prepared by licensed food or liquor providers.

What proper customer protocol should I follow when I visit a restaurant?

- [See State guidelines for restaurants and bars](#)
- Waiting areas and places where people congregate will be closed.
- The state advises customers to wait off-premise when possible. Guidelines suggest customers wait in vehicles. If that is not possible, customers should wait 6 feet apart and should wear a face covering. Diners should be seated immediately when walking into the business.

How can I be responsible when using a gym facility?

- [See State restrictions for health and fitness business guidelines](#)

- Pre-scheduled one-on-one training will be allowed. No walk-ins permitted.
- Fitness centers should ask attendees if they are exhibiting symptoms of sickness.
- Members should clean and sanitize equipment before and after use
- Members should maintain a 10-ft. distance during exercise
- Wear face coverings when not exercising if medically able
- Contact exercises are not permitted. All equipment should be sanitized before and after use.
- Equipment should not be shared at the same time, unless members reside in the same household.
- Arrive dressed in your workout attire to avoid shared spaces in locker rooms.
- Bring your own water. Water fountains except for touchless water bottle refill stations, should be unavailable for use.

How can I be a responsible customer when visiting a hair salon or barber shop?

- [See State guidelines for personal care services](#)
- Make a reservation ahead of time. There are no walk-ins.
- If able/practical, customers should wait for services off premises or in their vehicle.
- Customers should wear face coverings over their nose and mouth, pending medical conditions or disabilities that prevent them from doing so.
- Shared beverage areas should not be in use during Phase 3. Please plan ahead.