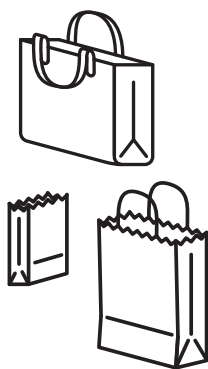


# Talking to customers about the Single-use Item Bylaw

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## BAGS



### For orders to go:

"Do you need a bag? A paper bag is 25¢, a new reusable bag is \$2, per a City bylaw."

### If the customer argues or asks questions:

"I'm sorry for any inconvenience. The bylaw requires us to charge a fee for bags. If you don't want a bag, you won't be charged the fee."

### More questions or arguments:

"I don't have detailed information on the bylaw, but you can visit the City website to learn more. It's [edmonton.ca/SingleUse](http://edmonton.ca/SingleUse)."

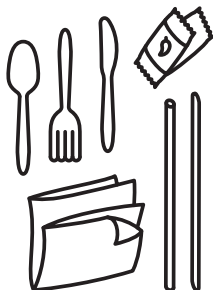
## CUPS



### For orders to stay:

"Are you okay having your drink here in a reusable cup? Or would you prefer a single-use cup?"

## ACCESSORIES



### For orders to stay or go:

"Do you need accessories?"

- condiment packets
- straws
- napkins
- utensils
- stir sticks