



Reusable Cup Refill Guidelines

In Oakland, food vendors are required to use customer-provided reusable containers (when requested by customers) for to-go orders, so long as containers are clean and can safely hold orders.

Contactless cup method #1

1. Customer takes off the lid and places their clean, reusable cup in another container or on a designated tray.
2. Staff moves container or tray to where the drink will be prepared, making sure to prevent any contact with the customer's reusable cup.
3. Without touching the customer's reusable cup, staff then pours the prepared drink into the customer's reusable cup.
4. Staff bring the container or tray with the customer's reusable cup to a countertop where the customer can then take it away.
5. Staff wash and sanitize trays and containers at least every 4 hours.



Contactless cup method #2

1. Staff prepare the drink in a reusable "to stay" cup or small vessel that has been washed, rinsed, and sanitized.
2. Staff or customer pours the drink into the customer cup or vessel.
3. Staff wash and sanitize the cup or vessel used for pouring at least every 4 hours.



Minimal contact cup method 3

1. Customer takes off the lid and staff handles only the lower half of the clean, reusable cup. The upper half of the reusable cup is for the patron's hands only.
2. Staff moves the cup to where the drink will be prepared and staff prepares the drink.
3. Staff hands cup back to customer handling only the lower half of the customer cup.
4. Staff must wash their hands immediately after returning patron's reusable cup.

