



## BASIC COMMERCIAL RULES

- 1. Timetable:** The establishment's timetable must be visible, even if the business is closed.
- 2. Language use:** The interior and outside signs and the offered services (food and drink menus) must be written, at least, in Catalan. You must be able to help the clients who speak either Catalan or Spanish.
- 3. Prices:** The offered services list (menus, wine and food lists) must be visibly shown.
- 4. Bill or ticket:** The ticket (bar) must always be given to the client or the bill (restaurant-bar and restaurant), including the different concepts, separately with the correspondent prices
- 5. Complaints books:** Complaints books must be available to the clients and these must be visibly shown inside the establishment.
- 6. Exterior signs, awning and canopy:** They must follow the municipal ordinance rules. The commercial sign must be anchored to the facade and incorporate the lighting system.
- 7. Commercial waste formalities:** The application of Commercial Waste Declaration must be completed. There is a specific system of collection for the commercial waste with a specific timetable.



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