

Florida Operations Charges: What Changed & What to Check

Effective July 1, 2026 — s. 509.214, Florida Statutes (SB 606). Applies to every DBPR-licensed public food service establishment that adds an operations charge, service fee, or similar charge to a guest's bill.

WHAT THE LAW NOW REQUIRES

- **Disclose it everywhere guests order.** Every menu, written contract, and any website or app where food and beverage orders are placed must state the **amount or percentage** of the operations charge **and its purpose** — in a font equal to or larger than menu descriptions or the contract's general provisions.
- **No menus, table service, or contracts?** The notice must appear clearly on the menu board or on an obvious, readable sign at each register where customers pay.
- **Tell the guest on the bill.** The front of every bill must state that an operations charge is included, with the percentage or amount clearly shown.
- **Break out the receipt.** Every receipt must show **gratuuity, operations charge, and sales tax on separate lines**. If the operations charge includes an automatic gratuity, that gratuity must be separately stated.
- **Exemption:** dining plans, packages, and fixed-price meals whose price is disclosed before purchase.

WALK THE GUEST JOURNEY — COMPLIANCE CHECKLIST

- ☐ **Printed menus** — Charge amount/% and purpose shown; font size equal to or larger than item descriptions
- ☐ **Menu boards & register signage** — Required where there's no menu, table service, or written contract
- ☐ **Website & online ordering** — Disclosure on every page where orders are placed — including third-party platforms you control
- ☐ **Mobile app ordering** — Same disclosure standard as the website
- ☐ **Banquet / catering / event contracts** — Amount/% and purpose in the contract, at required font size
- ☐ **Bill presentation** — Front-of-bill notice states the charge and its percentage or amount
- ☐ **Receipt template (POS)** — Separate lines: gratuity, operations charge, sales tax — auto-gratuity broken out
- ☐ **Staff readiness** — Servers, hosts, and managers can explain the charge and its purpose when guests ask

The regulation isn't the hard part — making sure the change lands everywhere is. If this project is sitting on your wait list, On A Wait Hospitality helps operators work changes like this into menus, POS, contracts, SOPs, and staff training.