

Scripts for refusing service to ICE agents

Frontline staff script:

“Hello. I’m sorry, but we’re not able to serve you today. This is a company policy. A manager will be here to speak with you shortly.”

(Then immediately notify a manager/supervisor. Do not debate or explain further.)

If they present a warrant or demand immediate access:

“Thank you. Per company policy, I need to have a manager present to review this warrant or allow access. *[pause to call for manager]* The manager is on their way right now and will be able to address any questions.”

Manager script:

“Hello. I’m the manager on duty. **Per company policy, we are refusing service to uniformed or identifiable ICE agents.** We’re not able to sell admission or provide food or bar service tonight.

If you need to speak with someone further, please provide your contact information and our leadership team will follow up.”

If they push back / ask “why?” (repeat + close):

“I understand. This is our policy, and we’re going to stick to it. We’re not able to serve you tonight.”

If they come into the dining room and ask to access non-public areas:

“I can’t grant access to any non-public areas. If you have documentation, please leave it with me and I’ll review it with leadership during normal office hours.”

Key reminders for staff/managers (keep it safe + compliant):

- Stay calm, professional, and brief — **no debate, no commentary**
- **Do not physically block** anyone or escalate
- **Immediately involve the manager on duty**
- Managers: Direct any further questions to leadership/HR