



CITY OF SANTA CLARITA
BUILDING & SAFETY DIVISION
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Customer Restrooms

The current edition of the California Plumbing Code requires that all businesses provide restroom facilities for both employees and customers.

2019 CPC 422.4 Each building or structure shall be provided with toilet facilities for employees and customers. Requirements for customers and employees shall be permitted to be met with a single set of restrooms accessible to both groups.

Required toilet facilities for employees and customers located in shopping malls or centers shall be permitted to be met by providing a centrally located toilet facility accessible to several stores. The maximum travel distance from entry to any store to the toilet facility shall not exceed 300 feet.

Required toilet facilities for employees and customers in other than shopping malls and centers shall have a maximum travel distance not to exceed 500 feet.

New tenant improvements within existing shopping malls and centers that were originally permitted to have a maximum travel distance to restrooms of 500 feet may be permitted without providing customer restrooms, provided the proposed use is consistent with the original building design.

Businesses which typically involve very brief transactions may be exempt from providing restrooms to customers, at the discretion of the Building Official. Examples include: Drycleaners, pick-up or take-out counters, and other similar uses.

Existing Permitted Businesses Without Customer Restrooms:

Some older businesses may have been permitted without customer restrooms. These businesses, with the exception of the type noted above, will be required to provide customer restrooms when either of the following occurs:

- Any permitted alteration that results in an increase of the overall customer area, and/or results in an increase in the number of customers.
- Any permitted alteration to interior or exterior walls that substantially changes the floor plan of the tenant space.