



2021 Covid-19 – Hester Creek Wine Shop

Providing a safe and clean environment for our guests and colleagues is always a top priority for Hester Creek. We remain committed to upholding the highest standards and want you to feel at ease when you visit our winery, knowing you will experience the quality you expect from Hester Creek.

We have accordingly implemented additional safety and well-being measures and protocols for a COVID-19 world in accordance with B.C. government and Interior Health mandates. In addition, comprehensive COVID-19 guidance is in place throughout our company, detailing how to protect against transmission of the virus, and procedures are in place in case there is a suspected or confirmed case among our guests or colleagues.

To help alleviate the risk of COVID-19 transmission through person-to-person contact, we kindly remind guests to wear a mask, maintain safe social distancing and do not visit at this time if you are unwell, traveled out of country in the past 14 days, or are residing with someone in self isolation.

Some of our key measure and protocols include:

- Upon arrival, you will be greeted by a host outside who will direct you accordingly.
- All staff and guests are to wear a mask, except for while tasting at the bar, or sitting down at a table
- There are numerous hand sanitizer stations throughout the property. Guests are kindly asked to use the hand sanitizer station before entering the wine shop. Parties of more than 6 people will be advised that they will need to be divided into several groups.
- We are limiting capacity to the new maximums allowed by government.
- The wine shop and patio are set up for social distancing. Rope dividers and markers are in place to help direct traffic flow.
- We have reviewed and increased our cleaning protocols. We are disinfecting surfaces after each customer, including the payment machine, and cleaning high touch surfaces hourly.
- Please rest assured that our staff will not report to work if they are unwell. They are wearing a mask, maintaining safe social distancing and will be washing their hands as often as possible, especially before starting work and after all breaks.
- For guests who would like to enjoy the patio, after payment we are limiting contact by asking you to take your wine, wine bucket and glasses to your table. If you are purchasing from the deli area, a server will bring all your deli items to your table (please do not self serve).
- All washrooms have been converted to single use with appropriate signage, including cleaning protocols and alcohol-based disinfectant provided.
- For our tasting bar guests, containers are available for draining wine glasses. No spitting is allowed.
- For guests wanting additional social distancing, we are continuing to offer curbside wine pickup and delivery.

Although our protocols have had to change, our commitment to the genuine care for our customers has remained the same. We wholeheartedly thank you for being a loyal customer in this time and for supporting local. If you have any questions or concerns, please do not hesitate to direct them to our Wine Shop Manager, Jacqueline Davidson.

Updated January, 28, 2021