

# H E S T E R C R E E K



## 2022 COVID-19 Health and Safety Information – Wine Shop

Providing safe and clean environments 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 the winery, knowing you'll experience the quality you expect from Hester Creek.

We have implemented additional COVID-19 safety measures and protocols 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 maintain safe social distancing protocols. Please refrain from visiting the winery if you have tested positive for COVID-19, feel generally unwell or have had close contact with someone infected with COVID-19.

### Some of our key measure and protocols include:

- Upon arrival, you will be greeted by a host outside who will direct you accordingly (weather dependant).
- 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 divide into several groups.
- We are limiting capacity to the new maximums allowed by government mandates at the time.
- 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 are sanitized daily and regularly deep-cleaned.
- 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.

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 contact our Wine Shop Manager, Jacqueline Davidson, [jacqueline.davidson@hestercreek.com](mailto:jacqueline.davidson@hestercreek.com).