

## Bethel Heights Vineyard Phase 1 Re-opening plan

Bethel Heights will begin seeing guests by **reservation only** beginning July 10<sup>th</sup>. Reservations can be made at the following times on Fridays, Saturdays or Sundays: 11 am, 1 pm and 3pm. Reservations can be made by using our TOCK reservation system or by calling or emailing the winery.

### Protocols & Procedures for Guests

- Tasting Flights will be served to small groups (no more than **4** people per group)
- Tasting Experiences will only be available by reservation. Reservations must be made at least **24** hours in advance
  - The Winery reserves the right to refuse service to any attempted walk-in customers
  - Phone Orders and Curbside pick-up will still be available to customers. They will be required to place their order in advance, call the winery upon arrival, and remain in their vehicles while staff transfers the customer's order from the winery to the customer's vehicle
- Guests will receive an email 24 hours prior to their tasting reservation outlining procedures and protocols that are in place to insure a safe experience for both guests and staff
  - The Winery reserves the right to refuse service to any customers that are not able or willing to follow procedures and protocols in order to protect other guests and staff
- Guests will only be allowed to bring in outside food if it is enjoyed on the outdoor patio and they practice "Carry-In / Carry-Out" by not leaving anything behind (including leftovers, garbage, napkins, utensils, etc.)
  - This will ensure staff does not have contact with outside items
  - Guests will be asked not to bring in anything overly aromatic
  - The Tasting Room will not be able to provide utensils, napkins, plates, etc. The guest will be responsible for bringing (and taking) these items with them
- Upon arrival to the parking lot of the winery, guests will call the winery to inform staff they have arrived and they will be instructed to remain in their vehicles until they receive a call or text message from staff informing them their table is ready
- Guests will enter the winery and be directed to their table by their host
- Flights will be pre-poured and each place setting will have an individual spit cup, a glass of water, a winery brochure, a single use flight menu, and a writing utensil that is either new or has been properly sanitized
- Guests will be required to stay in their designated tasting areas (with the exception of bathroom usage) to ensure proper spacing for other guests and staff
  - No "Self Guided" winery tours
  - Designate an area to allow indoor guests to take pictures outside
- Once guests are seated, the staff member hosting will approach the table while still maintaining a social distance of at least 6 feet from guests. The host will then speak

about the history of the winery as well as give information regarding the wines being tasted. Once a general overview has been given, the host will step away and allow the guests to enjoy their experience.

- The host will continuously check-in with guests while maintaining a social distance of 6 feet to answer any questions.
  - Re-visits and “Bonus Pours” of wines will not be permitted during this time to maintain social distance between staff and guests
- At the conclusion of the tasting, guests will have the opportunity to approach the designated sales area to make purchases. One designated staff person in this area will enter the information into the I-pad. Guests will insert their own credit cards to avoid staff having contact with the card.