



Virginia Alcoholic Beverage
Control Authority

Dear Customers and Industry Partners,

As we move into Phase 1 of Virginia's reopening plan, I want to update our customers and stakeholders safe shopping experience.

ABC introduced curbside service in select stores on April 29, adding more stores each week. Today, 96% offer curbside pickup because of limited available parking). Since the service began, more than 40% of our customers to continue offering this service well after the need for social distancing has subsided as a convenience for

With the sustained popularity and high demand for select whiskies, many of these products are in short supply for customers as possible, Virginia ABC is now limiting the purchase of these items to one bottle per customer for purchase in-store only. They are not available via online ordering. A list of these products is available

For customers who choose to make in-store purchases of these and other products, Virginia ABC stores have installed Plexiglas shields at registers and placed social distancing markers on our floors. We've placed hand sanitizer stations throughout our stores. We've mandated the use of face masks by store employees and enhanced our daily cleaning and sanitization preparedness measures in our [response document](#).

But we also are asking for your cooperation. For the health and safety of our employees and others, customers are required in order to shop in an ABC store. If you arrive at the store and do not have a mask or face covering, we encourage you to use the pickup option mentioned earlier.

For now, ABC stores continue to operate at a reduced schedule – from noon to 7 p.m., seven days a week.

Many stores are providing modified counter service where customers stand at a safe distance from other customers and products at their request.

We will continue these measures throughout Phase 1 and will evaluate as the situation changes.

Be healthy,

Travis Hill