Dear Customers and Industry Partners,

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

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

With the sustained popularity and high demand for select whiskies, many of these products are in short supply. To ensure that we can provide as many 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 online.

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 mandated the use of face masks by store employees and enhanced our daily cleaning and sanitization protocols. For your convenience, we’ve updated our 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 encouraged to wear a mask or face covering when shopping in an ABC store. If you arrive at the store and do not have a mask or face covering, we will provide one at the time of your 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 one another and elect to purchase products at their request.

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

Be healthy,

Travis Hill