



The #vawinetogether Pledge

A two-fold effort. The pledge (VAWINE) that outlines our commitment to service, sanitation, and safety to you, our guests as we depart from being closed to having the opportunity to open our grounds to you once again. The customer pledge (TOGETHER) is what we ask of you so that we can maintain our pledge and provide you with the best and safest experience possible. We are truly in this together!

VA WINE - WE COMMIT TO YOU, OUR GUESTS:

- V** Visitation Policy and Visual Aids: Signage and floor markers, clear messaging on our websites and social media platforms with our individual visitation policies and guidelines to keep our patrons well informed prior to their visit.
- A** Adherence and Enforcement: Following all health and safety guidelines for winery staff and customers, as outlined by the CDC, VA Department of Health, and Mandates by state and local officials.
- W** Wearing protective gear: All our staff will be wearing PPE including face masks while in service areas and when communicating with guests.
- I** Implementation: Following industry suggested best practices for the comfort and safety of our guests and staff while complying with state and federal guidelines.
- N** Nature: Following the Governor's Safer at Home Guidelines, wineries will serve patrons outdoors until it is safer to serve indoors.
- E** Enforce Social Distancing: Adhering to the decreased maximum capacity guidelines.

TOGETHER - THIS IS WHERE YOU, OUR VALUED CUSTOMER, PLAYS A VITAL ROLE IN THE SUCCESS OF OUR RE-OPENING PROGRESSION:

- T** Temperatures: You agree to enter our establishments fever-free and symptom-free of illness.
- O** Offer suggestions: As we grow and learn during this new time, the wine industry welcomes your suggestions. Patience is appreciated as we learn this new way of service!
- G** Groups: We can accommodate groups of 10 or less at this time.
- E** To each his own: You agree to social distancing protocol and to keep your distance from other guests not in your group.
- T** Togetherness: We are truly in this together and we need your support to make this work.
- H** Handwashing: You agree to wash your hands while visiting and maintain a general standard of cleanliness while visiting.
- E** Engagement: We welcome you back with arms wide open...but we can't engage with you as before. Please don't be offended but we cannot shake hands, hug, or break social distancing protocol.
- R** Read online or reach out to us: Be familiar with the visiting protocol before arriving. Most importantly, relax....you're in VA wine country! Despite these new guidelines, we are so happy to have you back on our grounds and invite you to relax and enjoy yourselves, make new memories, and know you, your safety, and your experience are our priority. We are grateful to have you!