

CAVE SPRING

VINEYARD

COVID-19 PROTOCOLS



The health and well-being of our staff and guests continues to be our top priority. We offer an exclusive tasting experience in our spacious tasting room, respecting recommended physical distancing and hygiene protocols.



Health & Hygiene

EMPLOYEE HEALTH

- 1 Staff are required to inform management of any flu-like symptoms & quarantine for 14 days
- 2 Should a staff member have any symptoms, they are expected to stay at home
- 3 Face shields or masks to be worn for all staff for the duration of their shift. Both will be provided by winery
- 4 Gloves may also be worn by the frontline staff if preferred
- 5 Staff to report any unsafe practices that come to their attention from other staff members or from visitors

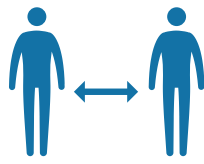
CUSTOMER INTERACTIONS

- 1 Keep bottles from being touched by guests when they are wine tasting
- 2 Disposable tasting menus will be available for both the seated flight tastings and the tasting bar
- 3 Orders to be collected by the staff to prevent guests from touching multiple surfaces
- 4 Debit and Credit sales will only be available for guests for tasting and wine purchases. Always encourage guests to use tap
- 5 Offer guests a single bottle paper bag to put their gloves and masks (if necessary) during their tasting
- 6 Staff will be required to wear gloves when cleaning tables after each use, especially when disposing of tasting glasses



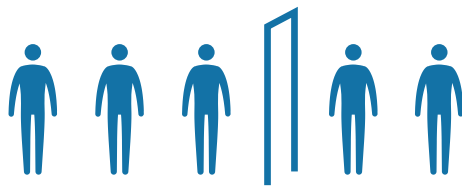
Cleaning & Sanitation

- 1 Disposable (biodegradable and compostable) tasting glasses will be used for tastings
- 2 Govino acrylic stemless wine glasses used for wine by the glass and will be included in price of glass of wine. Guest to take glass home with them
- 3 A green bin will be located at the end of the tasting bar for guests to dispose of their glasses at end of tasting
- 4 Tasting stations will be sanitized after each use
- 5 Staff will wash hands after handling items used by guests
- 6 One staff member for each shift will be assigned to continually sanitize washrooms on an hourly basis
- 7 Hand sanitizer will be available for the staff in the staff room as well as on the tasting bar and at the POS area
- 8 One staff member will be designated each day as the health and safety point person. This person will oversee the cleaning and sanitation thoroughness throughout the day. Continual sanitation of frequently used areas/equipment/tools, etc.



Physical Distancing

- 1 A staff member will be designated to ensure that tasting room does not exceed its maximum capacity
- 2 Tastings will be by reservation with walk-ins only available dependent on capacity in tasting room
- 3 Markers will be on the floor throughout the tasting room to direct guests on traffic flow and to mark two-meter distancing at tasting bar and at wine rack areas
- 4 Signage will be in each bathroom with hand washing recommended protocol
- 5 Staff to pay strict attention to keeping a 2-meter distance from guests as well as other staff members while on shift



Guest Protocol Guidelines

TASTING ROOM STAFF MUST UPHOLD THE FOLLOWING GUIDELINES FOR GUESTS

- 1 Guests to be greeted at the entrance by a designated staff member. There will be a sign at the entrance requesting visitors to please wait for assistance. Guests to be guided out after purchasing/visiting to ensure exit/entrance has two-metre distancing
- 2 Guests will be asked to please use sanitizer for their hands upon entering
- 3 Guests will be asked the purpose of their visit...ie. tasting with reservation, wine purchase only, walk-in to taste, etc
- 4 Guests will be guided to their tasting location if they have a reservation in place
- 5 If guests have reserved for a seated tasting, disposable tasting menus will be on the table where they can choose their flight and place their name for staff member to process
- 6 Biodegradable/compostable tasting glasses will be used for all tastings
- 7 On the tasting bar there will be disposable tasting menus with ala carte tasting options
- 8 Govino stemless wine glasses will be used for wine by the glass with guest to take glass upon leaving
- 9 Orders to be collected by the staff to prevent guests from touching multiple surfaces
- 10 Additional waste and recycling bins throughout the tasting room
- 11 Offer guests a single bottle paper bag to put their gloves and masks (if necessary) during their tasting