

Fielding Hills Winery Guest Safety Guidelines during COVID-19 Crisis

These health and safety protocols for reopening Fielding Hills Winery's tasting room are based on established governmental health and safety guidance (CDC, OSHA, FDA, and CDPH) and recommendations from reputable industry bodies (Wine Institute, WA Wine Institute, and WA Winegrowers). These guidelines are not exhaustive and are subject to revisions at any time. By patroning FHW, you agree to follow the below guidelines and recommendations. FHW assumes no responsibility to enforce Guest Safety Guidelines.

Guest Guidelines:

Each guest or group is responsible for adhering to the below guidelines.

- Guests are expected to conduct a wellness screening prior to arrival at FHW, wellness screens should include the following questions:
 - Have you developed any of the following symptoms:
 - Shortness of breath or trouble breathing?
 - Cough?
 - Fever or feel feverish?
 - Any other symptoms that might indicate you are ill? [CDC COVID19 Symptoms](#)
- FHW product offerings (tastings, glass pours, bottle purchase, food service, etc) are subject to change based on our employee's ability to safely maintain a high quality experience for all guests and staff as well as government guidelines.
 - During phase 2, FHW will offer pick up, ship/delivery, outdoor bottle and glass pour service
- All parties and guests must have a reservation - appointments can be made by visiting the website.
 - Cancellation Policy: We ask that you please reschedule or cancel at least 1 hour before the beginning of your appointment or you may be charged a cancellation fee of \$50.00.
 - No Show Policy: If at appointment time, you have not arrived at FHW or cancelled in accordance with above policy, you may be charged a No Show Fee of \$50.00
- According to government guidelines, all parties and tables must be 5 guests or less.
- All parties and guests will be seated outside. FHW's indoor facilities are currently closed to the public, excluding restrooms.
- All seating and table arrangements will be pre-arranged to maintain social distancing of 6 feet between guests or parties. Guests should not adjust layout.
- When interacting with employees, guests can expect employees to:
 - Maintain social distancing of 6 feet

- Wear face coverings
- Use sanitized or single use equipment (example, wipe down iPads, recycled single use menus)
- Sanitize customer-contact surfaces at tables before and after each tasting, including seats, tables, menus, and all other touch points.
- When delivering purchases to guests, employees should not transfer orders via hand-to-hand but rather place the product on a table and allow guests to pick up themselves. (Or place within guest vehicle)
- FHW reserves the right to refuse service to anyone
- Guests can expect that facilities, equipment, and common spaces should be sanitized at the below frequencies. (If an item is not listed it should be sanitized at beginning and end of business day.)

Opening/Closing of business day sanitizing	Hourly sanitizing	Before and after contact
<ul style="list-style-type: none"> ● All counter tops ● All doors/handles by manager in-charge of shift. This includes doors to the exterior and within the facility ● Sinks, chairs and common use items within kitchen and tasting room area ● Tasting room windows ● Gate keypads 	<ul style="list-style-type: none"> ● Restroom doors/handles, toilets, and sinks will be sanitized every hour if use occurred during the preceding hour. (example, if a guest uses facilities at 11:30 am, sanitation occurs at 12 pm, restroom is considered sanitized until use occurs again). ● All doors/handles within kitchen and tasting room 	<ul style="list-style-type: none"> ● Tables before and after each tasting, including seats, tables, menus, and all other touch points. ● Employee contact of phone handset

The above recommendations and guidelines are designed to protect and raise awareness of both employees and guests amidst the COVID-19 crisis. Each user of these protocols should rely on his or her own judgment, or as appropriate, seek the advice of an appropriate FHW manager if questions or concerns arise.