



FIELDING HILLS

WINERY

Welcome -- we are glad you are here! Uncertain times require flexibility.

Here is how our phased reopening works:

- 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.
 - During phase 1.5/2, FHW will offer pick up, ship/delivery, outdoor bottle and glass pour service. Please see our tasting room menus for a complete list.
- All parties and guests must have a reservation - appointments can be made by visiting our website. If you don't have a reservation we will do our best to accommodate while giving priority to reservation holders and wine club members.
 - 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.
- We ask that guests practice social distancing of 6 feet and wear a face covering while occupying common spaces (example: during check outs, in parking lot, restroom area).
- 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 are arranged to maintain social distancing of 6 feet between guests or parties. Guests should not move seating arrangements.
- 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 parties' use, 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)

For a complete copy of Fielding Hills Winery's guidelines and protocols pertaining to guests, employees and facility use, please ask a member of the winery staff.