



# WELCOME BACK

## - HEALTH & SAFETY PROTOCOLS -

*WE ARE EXCITED TO WELCOME GUESTS BACK TO ENJOY OUR AWARD-WINNING WINES AT OUR OLD TOWN SCOTTSDALE TASTING ROOM. WE HAVE MADE A LOT OF CHANGES TO ENSURE OUR GUESTS & STAFF REMAIN SAFE, WHILE CONTINUING TO PROVIDE A WELCOMING, FUN EXPERIENCE FOR GUESTS.*

## LDV Winery Re-Open Protocols

LDV Winery is dedicated to keeping our employees & customers safe while reducing the spread of COVID-19 as we respond to state/federal re-open guidance. LDV Winery protocols are based on the best medical/healthcare professional guidance & established governmental health & safety guidelines (CDC, FDA, & Maricopa County & Arizona Health Departments). We will continue to monitor these guidelines & will make modifications as warranted.

### LDV MANAGEMENT EXPECTATIONS

- ✓ We EXPECT all staff to embrace these new protocols in a positive manner & communicate our approach to our guests.
- ✓ We EXPECT all protocols to be followed by staff.
- ✓ If staff cannot follow the protocols for some reason, we EXPECT staff to express concerns immediately to the Tasting Room Manager or Management as soon as possible.
- ✓ We EXPECT staff to take the health & safety of our guests & each other seriously. We do!
- ✓ Lastly, we EXPECT our staff to create an incredible experience for all guests who visit LDV Winery despite these new health & safety protocols. That is what our guests EXPECT from us.

### NEW TASTING ROOM HOURS OF OPERATION

Noon to 6 PM – Sunday, Monday, Tuesday, Wednesday, & Thursday

Noon to 8 PM – Friday & Saturday

**MASKS REQUIRED** Per City of Scottsdale ordinance all visitors must wear masks in public. Once seated with their group, guests can remove their mask to enjoy wine. However, if guests get up and move around the tasting room or patio a mask is required. Masks are encouraged at the vineyard.

**RESERVATIONS DESIRED** Visitors to the tasting room will be encouraged to make a reservation (30-minute intervals) to ensure we can maintain 6-foot social distancing. LDV will inform customers at the time of reservation of protocols & what to expect at LDV. Call for reservations: 480-664-4822. However:

- ✓ If we have room & guests walk in, we will accommodate them.



- ✓ If guests walk in & we cannot accommodate them we will ask them to make reservation for later in the day & suggest they visit one of the other tasting rooms first.

## HEALTH & SAFETY PROTOCOLS

### Employee Wellness Screenings

**TEMP CHECK** At the start of every shift, employees will have a temperature check (temperature above 99 degrees is cause for concern & employees cannot report to work).

**WELLNESS SCREENING** Once per week, employees complete the LDV Wellness Screening report by answering a series of questions. Employees will not be permitted to work with symptoms or recent exposure.

- ✓ Staff will contact the Tasting Room Manager or Management, ASAP if you cannot report work & communicate your symptoms.

### Enhanced Employee Sanitization Requirements

**MASKS** Employees will be required to wear masks/face coverings when in the Tasting Room. All guests coming into the tasting room or moving around must wear a mask/face covering.

**NO BARE HAND CONTACT** Employee will minimize bare-hand contact with glasses, food, utensils, etc.

**REGULAR HANDWASHING PROTOCOLS** Meticulous hand hygiene (frequent & proper handwashing) is of utmost importance for all employees. Everyone will be watching! Strict handwashing practices before and after service to guests. Also, handwashing after cleaning all surfaces. It is allergy season - after sneezing or blowing your nose, strict handwashing protocol is required.

- ✓ Sanitizer does not take the place of handwashing! However, sanitizing dispensers are placed throughout the Tasting Room for your use & guests use.

**GLOVES** Employees will wear gloves when performing cleaning, sanitizing, or disinfecting activities. Staff will wash hands properly before putting on gloves & after taking off gloves. It is critical to prevent cross-contamination by replacing gloves after touching face or changing tasks (e.g. food distribution, clearing glasses, POS, or taking out garbage). Employees must change gloves frequently & at a minimum after each break or change in activity.

### Distancing & Occupancy

**LIMITED GROUP SIZE** Groups will be limited to maximum of 6. Private tastings for a group up to 10 guests may be considered but require reservations and prepayment. Call for reservations: 480-664-4822.

**REORIENTED TASTING ROOM SPACE** Most seating will be outside on the patio with misters. LDV has redesigned the space to maintain 6' social distancing.

- ✓ Approximately 12 guests can be accommodated inside.
- ✓ No customers tasting or drinking at the bar.
- ✓ Identified new ingress/egress paths.
- ✓ Staff MUST manage customer flow (e.g., lingering outside public bathroom, standing at bars). Patio seating has been reorganized to allow adequate spacing so customers can safely enjoy wine.
- ✓ There will be adequate staff people on every shift & to ensure management of flow.



**REDESIGN RESTROOM** Additional no-touch features & sanitizing options were installed in the public bathroom.

**SANITIZERS** Hand sanitizers is available throughout the tasting room, patio, & a floor stand sanitizer as guests enter the Tasting Room.

### **Operations**

**No Cash** LDV Winery Tasting Room will only do credit card transactions until further notice.

**PRIVATE TASTINGS** LDV Winery has shifted its focus on private tastings via reservations.

**DESIGNATED GREETER** A Wine Concierge will welcome guests & explain the operations as guests enter the Tasting Room, so they know what to expect. On busy days we may have someone stationed near the gate or at least the door to welcome guests.

**PLEXIGLASS** LDV has two plexiglass (sneeze guards) stands located on the main bars for taking orders, using the POS, & discussing wines with guests to ensure safety when a 6' distance is not effective. Tastings will no longer be allowed standing at the bars and will only be used to take orders & purchase wine.

- ✓ It is critical to manage customer flow at the bars. Guests will be placing orders, getting their wine, & paying at the bars. So, guests will be asked not to congregate & to ensure 6' spacing.

**VENTILATION** Doors will be open as much as possible to allow for greater air flow & guests are encouraged to sit outside on the misted patio to enjoy wine.

**REVISED TASTINGS** LDV has instituted a limited touch tasting with compostable & recyclable tasting carry trays & cups plus an enhanced wine glass cleaning protocol.

- ✓ 2 different tasting flights of 4 wines: Taste of LDV (\$12.00 plus tax) & Premium Red Wine (\$16.00 plus tax).
- ✓ Purchase 3 or more bottles tasting fee waived.
- ✓ Customers will be asked to put trays, tasting cups, & wine glasses in a designated area for disposal when done.

**THROW AWAY MENUS & CHALK BOARDS** Additional no-touch signage to provide information about wines & throw away menus.

- ✓ If guests are doing a tasting, they get a copy of the tasting menu on their tray that they can keep or throw away.

**CURBSIDE PICK-UP & DELIVERY** LDV Winery is expanding curbside pick-up & delivery to daily to coincide with revised hours of operation. LDV will continue to encourage guests to call ahead, pay in advance, & call when they arrive.

**LIMITED FOOD MENU** No prepared food will be available. LDV will be offering a selection of packaged food items for customers to enjoy with their wine. Guests will be able to bring in food to enjoy with a bottle of wine on the patio.

**ELIMINATED SELF SERVE** LDV will no longer provide self-service operations & merchandise displays have been rearranged.

**WINE GLASS WASHING** All stemware will be put through the dishwasher for at least 2 cycles.

**ENHANCED SIGNAGE** LDV will have new signage at the front gate explaining the tasting room procedures. Signage posted at the entrance that states "For all of our safety, no one with a fever or symptoms of COVID-19 will be permitted." New signage has been installed reminding guests of social distancing & thanking them for their patience as we work to ensure their safety.



## **LDV Virtual**

**EXPANDED VIRTUAL FOOTPRINT** LDV will continue, and even expand, our virtual interaction with our customers and club members.

**LDV YOU TUBE CHANNEL** LDV has over 75 videos already on LDV Winery's You Tube Channel with new educational videos being added weekly.

**LDV FACEBOOK LIVE** The weekly Thursday 4-5 PM wine & food series call "From the LDV Winery Kitchen" will continue.

**ZOOM** LDV is offering virtual Zoom wine tasting events privately, with club members, & groups. LDV is working with destination tourism & event companies to offer virtual wine events to clients nationwide.

## **LDV Winery Event**

**Destination Winery Events** In the past, LDV has had limited visitation to the vineyard/winery. It is anticipated that people will be looking for outdoor vacation spots within a quick car ride and LDV Winery is in the heart of Southeastern Arizona wine country offering a perfect destination. Social distancing is much easier to do on a 40-acre vineyard. Destination events planned this summer include: Private tastings/tours, Wine Country BBQ August 8; Ride & Wine: AZ Cowboy Vintner Experience, Day of Health, Wellness & Wine, and Farm to Table Cooking & Wine Experience.

*WE KNOW THAT THIS WILL BE AN ADJUSTMENT & AGAIN WE APPRECIATE YOUR PATIENCE AS WE FIGURE OUT HOW TO NAVIGATE THROUGH THIS EVOLVING LANDSCAPE. WE ARE BEYOND THRILLED TO HAVE OUR LDV WINERY TEAM BACK TOGETHER & FINALLY BE ABLE TO WELCOME GUESTS TO EXPERIENCE & ENJOY OUR EXCEPTIONAL ESTATE-GROWN WINES AT OUR OLD TOWN SCOTTSDALE TASTING ROOM.*