



Our Commitment to Customers | Wine Tasting at Pentâge Winery

Getting back to business safely.....

We are excited to open our wine shop and share our passion. As we navigate through these strange times our goal with the opening to the public is twofold. Firstly, it is of utmost importance that we meet or exceed expectations around health and safety surrounding the COVID 19 outbreak. Secondly, we want to give people an opportunity to get back to the way things used to be. The experience of visiting Okanagan wineries is a highlight for many and with careful consideration of the protocols on everyone's part we believe we can provide you with an exceptional experience. Below you will discover our plan on how we can all make this a reality. Changes to our protocol will be updated on this web page as required.

Wine Shop Hours

Monday to Sunday – 11am to 5pm

Appointments are now required for Wine Tastings | Tasting & Tour | Picnic Areas

Due to limited space for serving our customers and to ensure we manage the flow of our guests – we are moving to appointments and reservations platform.

Drop-ins are welcome but priority will be given to those that have booked appointments.

Is Everyone Healthy?

Staff and customers will not enter the wine shop if they:

- have any symptoms including fever, chills, new or worsening cough, shortness of breath, new muscle aches or headache, sore throat
- have been in close contact of a person who tested positive for COVID-19
- have travelled and are currently subject to 14-day quarantine.

Physical Distancing at Our Wine Shop

- The wine shop indoor space will be limited to two designated tasting areas:
 - Tasting Area A** - 1 group with a maximum of 6 people (demarcated by decals on floor)
 - Tasting Area B** - 1 group with a maximum of 6 people (demarcated by decals on floor)
- The Wine Shop will have one designated wine pick-up area:
 - Wine Pick-up Area** – 1 group with a maximum of 2 people (demarcated by decals on floor)
- Customers will be greeted upon arrival and directed to the appropriate tasting area and advised of entrance and exit access points, all respecting physical distancing protocol
- Customers will practice 6' or greater distancing at all times this will include when accessing the bathroom facilities



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Picnic Areas

- Two outside areas are designated for customers who wish to visit the winery and purchase wine for consumption with or without their own supplied food
- A limited selection of food items will be available for purchase as of mid-June (cheese & crackers)
- Our picnic area consists of two 8' tables with 6 chairs at each (which is the maximum permitted group size at each table)
 - **Picnic Area A** - 1 group with a maximum of 6 people
 - **Picnic Area B** - 1 group with a maximum of 6 people
- These areas will be self-serve and be accommodated for service in the wine shop

Keeping Everything Sanitized

- Staff will ensure that all the wine shop surfaces are cleaned and sanitized properly prior to guest's arrival
- All surfaces used by customers will be cleaned and sterilized and disinfected after each group of customers
- Outdoor area seating will also be cleaned and sanitized between groups
- The washroom will be cleaned after each group of customers
- Signage will be displayed encourage customers to regularly wash their hands and sanitize
- Tap purchases will be encouraged
- If point of sale terminals are touched, they will be cleaned thoroughly after use

Pouring Wine for Customers

The current wine tasting procedure involves the following:

- Visitors step back a foot from their floor markers placed in their section at the bar
- Staff step forward and pour samples
- Staff steps back so that visitors may step forward to the bar to retrieve and enjoy their samples

Extra Precautions

- Glassware for customers will be sanitized in our commercial dishwasher
- One glass per customer will be used for all tastings
- No shared tastings will be permitted
- Tasting notes/price sheets will be laminated for easy sanitizing between customers
- Customers will not handle any products unless purchased
- Giftware items and picnic items will only be accessible by staff
- Miscellaneous tasting bar items will be kept behind the bar including travel brochures, cards etc.

We look forward to welcoming everyone!

Update May 27, 2020