

RICHMOND COUNTRY FARMS

COVID-19 SAFETY PROTOCOL FOR CUSTOMERS

ENTRANCE, EXIT & ONE-WAY AISLES

We will have **ONE** main entrance at the front of the store, and **ONE** exit on both the East and West check-outs of the store. Aisles will be one-way only, marked with arrows and floor decals to direct you in the safe way to shop.

CARTS & BASKETS

All carts and baskets will be sanitized in between use.

OCCUPANCY

We are limiting the number of customers allowed inside and outside of the store at any given time to further assist with physical distancing.

**PLEASE BE MINDFUL WHEN SELECTING YOUR PRODUCE!
TOUCH ONLY WHAT YOU INTEND TO PURCHASE.**

REUSABLE BAGS

To ensure heightened hygiene for our team members and customers, we will no longer be accepting reusable bags at this time.

CASHIER PROTECTION & CASH REGISTERS

We have installed plastic shields at every in-use till to decrease the exposure between our cashiers and customers. We ask that customers remain behind the shields at all times.

We are using a limited number of tills on both the East and West ends of the market that allow staff and customers to practice a safe physical distance from each other. Appropriate physical distancing cannot be achieved at select tills in our store- so, these tills in particular will remain closed until further notice.

PAYMENT OPTIONS

We prefer not to accept cash, and strongly encourage the use of debit or credit with tap. Our payment machines will be sanitized in between each use.

REFUNDS & EXCHANGES

To ensure heightened hygiene for our team members and customers, we will no longer be accepting refunds or exchanges at this time.

HIGH-TOUCH AREAS

High touch traffic areas such as cooler door handles, debit/credit machines etc. will be sanitized frequently throughout the day to prevent any possible germ transmission.

AVALON BOTTLE RETURNS

To ensure heightened hygiene for our team members and customers, we will no longer be accepting empty glass Avalon bottle returns at this time.