



Charles Krug

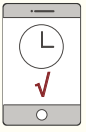
PETER MONDAVI SR. FAMILY ESTATE

PRECAUTIONS & PROTOCOLS

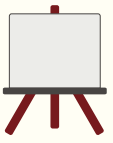
Ensuring Safe and Enjoyable Tasting Experiences

The tasting experience at our iconic estate has been painstakingly reimagined to provide a wine experience that is both safe and pleasurable for our guests. For the time being, our tastings will be held in the abundant outdoor spaces we are blessed to have, including our brand-new cabanas. We've prepared this overview of the precautions and protocols in place for your visit. We look forward to welcoming you.

General Precautions



- All tastings will be conducted by appointment only to ensure proper social distancing can be maintained between visiting parties.
- We will communicate health and safety protocols to guests in advance as part of the reservation confirmation process. In confirming reservation guests are agreeing to abide by these protocols.



- Tasting experiences will be configured to ensure that employees and guests are able to maintain a minimum of 6 feet of separation throughout their visit.
- Signage will be posted at the entrance clearly stating current procedures, including that social distancing is in practice and advising anyone who is unwell to not enter the premises.



- Glassware used for each tasting appointment will be cleared immediately upon guest departure and washed in our commercial, high temperature dish washer. Cleaned stemware will be stored away from customers and personnel until ready for use.



- All high-touch surfaces such as doorknobs, light switches, bathroom fixtures, furniture, etc. will be sanitized before and after each tasting appointment. All tables will be completely cleaned and sanitized between each group.
- Entrance doors to tasting areas will be propped open or held open for guests when they enter the space.
- Restrooms will be re-sanitized every 30-60 minutes.

Our Guests



- Customers are kindly asked to wear masks until seated outdoors for their tasting and whenever they leave their immediate reserved area (to use restrooms, to exit property or to retrieve pizzas, etc.).

- Charles Krug will offer masks free of charge to any guest requesting one.

- Guests will be asked to sign a waiver outlining our liability during their visit.

- Guest temperatures will be taken upon entry.



- Hand sanitizer will be provided for required guest use upon entry.

- Hand sanitizer will be readily available for all guests at multiple locations.

Your Hosts



- Employees will be regularly monitored for symptoms and take their own temperature each day before traveling to work.

- Daily pre-shift employee checks will determine if anyone has:

- Experienced a fever more than 100 degrees
- Experienced a cough, sore throat, congestion or runny nose
- Experienced fatigue, muscle or body aches, or shortness of breath or difficulty breathing
- Experienced a loss of their sense of taste or smell
- Experienced any bouts of nausea, vomiting or diarrhea
- Been exposed to anyone who has tested positive for COVID-19



- Employees will wash hands after any physical guest interaction, after cleaning any table or high traffic area, before returning to the floor after leaving for any reason, after handling any money or credit cards or touching any item belonging to a guest.



- Employees will wear face coverings in any situation where they might come within six feet of a guest or another employee.

- Gloves to be worn by wine ambassadors when cleaning/sanitizing tables.

Wine Tastings



- Guests are kindly asked to wear masks until seated outdoors for their tasting and whenever they leave their immediate reserved area (to use restrooms, to exit property or to retrieve pizzas, etc.). Charles Krug will offer masks free of charge to any guest requesting one.

- Signs will indicate for guests where to check in.



- Proper social spacing will be indicated on the path to concierge for guests awaiting check in.

- Guests will be shown to the picnic grounds by the concierge and introduced to their Wine Ambassador who will escort them to their reserved seating location.

- Tasting options will be shared with guests by your wine ambassadors.



- All glasses will be pre-poured and delivered to tables.

- Disposable paper cups will be available for guests to use in lieu of traditional wine “dump buckets”.

- Wine ambassadors will wear masks/gloves when delivering wine to table.



- Water will be available on request in single use glass bottles.

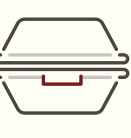
- Wine Ambassadors will host up to 3 tables maintaining an appropriate social distance.

Culinary Offerings



- All Tasting Room employees will be required to have current Serve Safe certification prior to returning to work. Only employees with this certificate can serve food to a guest.

- Grab and go items such as, picnic packs, olives, bread, etc. will be kept in the kitchen out of the guests reach. Imagery with pricing will be provided for guests to choose from.



- Food service orders will be handled by Wine Ambassadors and delivered to each table, individually wrapped. Pizzas may be ordered from the wine ambassador and retrieved by guests from the counter once notified the pizza is ready.

- Our “Low Touch” Artisan Pizza service will be available Friday- Sunday in Stage 1 of reopening.



- Pizzas will be prepped inside the kitchen and taken outside to cook.

- Once pizzas are out of the oven gloves will be used to garnish and cut the pizza.

- Guests will be asked to come to the bar and pick up their pizza when finished in order to minimize the number of individuals involved.

Transactions



- iPads will be used for all seated transactions .

- Touchless pay system will be in use.

- We will offer receipts by email only.

- Membership options and sign ups to be presented and processed online where possible.



- We will offer a curbside “wine in trunk” pick up option, or customers may carry to their own vehicle if they prefer.