



WHITEBARREL
WINERY

visiting whitebarrel

COVID-19 safety guidelines



hello, thanks for joining us!

We've made some changes to keep you safe and comfortable during your visit. Please help us by following the rules we've put in place to meet COVID-19 government guidelines.



Contents

WHAT WE'RE DOING TO KEEP YOU SAFE	4
BEFORE YOU ARRIVE	5
ARRIVING	6
WINE CLUB	7
FINDING YOUR TABLE	8
FACE MASKS	9
ORDERING WINE AND FOOD	10
COLLECTING YOUR ORDER	11
IF YOU NEED ANY HELP	12
USING THE BATHROOM	13
BUYING WINE AND RETAIL ITEMS	14
GOING HOME	15
THANK YOU	16

WHAT WE'RE DOING TO KEEP YOU SAFE

To keep you cosy in our outdoor dining area, we've installed patio heaters, fires and a clear roof and walls. Enjoy our complimentary hand warmers to keep your fingers toasty, and don't forget to wrap up warm! If you're feeling chilly, just ask for a blanket or a hot drink.

To make sure you have plenty of room, we've separated the dining area with plants and ground markings. For your own comfort, and that of your fellow winers-and-diners, please respect these boundaries, and don't leave your area unless you need to. Please follow social distancing rules.

Our host will be available at the entrance to greet you and help you with any questions you might have. They will be wearing a mask and gloves for your safety and peace of mind.

We no longer have paper menus for sanitary reasons. Instead, you can browse our digital menu by scanning a QR code on your table. So please make sure at least one person in your party brings a smartphone with them.

BEFORE YOU ARRIVE

Before you arrive, please check that everyone in your party is feeling well. If anyone is feeling ill with flu-like or COVID 19 symptoms, has a high temperature over 100.4 deg F (38 deg C) - or if anyone has tested positive for COVID 19, flu or another contagious disease in the last 2 weeks - we ask that you cancel your appointment. You'll be able to re-book for another time.

ARRIVING

When you arrive, please come in through the gated entrance on Childress Road, park in the car park and walk to the front door. Everyone in your party (over the age of 5 years) needs to put on their face masks before entering the property.

WINE CLUB

If you're a wine club member, please let us know when you arrive. We'll make sure your discounts are applied before you pay. We'll also catch you up on any wine or gifts you may be due to receive.

FINDING YOUR TABLE

If you've made a reservation, your table will have your name on it. Please proceed directly to your table. If you need assistance, or if you're a walk-in guest, a host will guide you to your table. They will let you know when it's safe to remove your mask.

FACE MASKS

Please keep your face masks on unless you're seated at your table. If you need to leave your table for any reason, please put your mask back on before doing so. We have free disposable face masks if you've forgotten yours.

ORDERING WINE AND FOOD

To browse the menu, simply scan the QR code on your table.

There are two ways you can place your order.

1. Place your order using the Whitebarrel app. It's free to download for Android and Apple. We recommend getting hold of it before you arrive.
2. Place your order the old-fashioned way with our host by going to the host stand. Don't forget to put on your mask!

Your order will be prepared by trained staff wearing masks and gloves. While you're waiting for your order, please stay in your area if possible.

COLLECTING YOUR ORDER

We'll text you when your order is ready. Simply pop your face mask on and come to the bar to collect it. Please observe social distancing rules when doing so. If possible, only one person from your table should come to collect your order.

IF YOU NEED ANY HELP

If you need anything at all during your visit, please go to the host stand, where our host will help you out. If the host is busy or not available, there's a number you can call on our chalkboard for service.

USING THE BATHROOM

Please put your face mask on before going to the bathroom. There are markings on the floor to indicate where you need to stand if there's a queue. The bathrooms are disinfected frequently throughout the day. For your convenience, disinfectant spray is available for your use as well. Keep your mask on while you're using the bathroom, even if you're in a cubicle. Please wash your hands thoroughly after using the bathroom.

BUYING WINE AND RETAIL ITEMS

We have a wide range of exciting things to buy while you're here - including our wines - so be sure to stock up before you go. Please check out our products offered by Avila Herbals, which were grown and produced right here on the farm.

GOING HOME

We aren't currently taking any cash payments, so please be prepared to pay with credit card. You can pay via our contactless system at your seat or by the door. Please note that all of our touch-screens are sanitised after every use.

Once your tab is closed, you're good to go. Our waiting staff won't clear your table until after you've departed to give you plenty of time. When you're ready to leave, please let us know, and we'll clean your area for the next guest.

Remember to put your face mask on before leaving your table.

Before leaving, please dispose of any trash in the receptacles provided on the patio or in the tasting room. We do recycle, so be sure to separate glass and plastic, and scrape food into the bin for composting.



WHITEBARREL
WINERY

Thank you for choosing to visit us. We know it's not exactly like it used to be, but we hope you have a wonderful time nonetheless. We appreciate you following the rules and making this experience safe and enjoyable for everyone. See you again soon!

thank you!





WHITEBARREL
WINERY

4025 Childress Rd, Christiansburg, VA 24073, whitebarrel.com