



RESPONSES TO COVID-19

WELCOME BACK!

- We are excited to have you back but want to ensure that we are doing it safely by having you and our staff wear face coverings.
- Before, after, and during your time with us, our team will be washing and sanitizing their hands.
- We have increased sanitation stations for both you and our staff and will be sanitizing frequently visited areas every hour along with daily deep cleaning measures when we are not open.
- Our team is performing wellness checks prior to arriving onsite, including taking temperatures. Anyone showing signs of fever, cough, shortness of breath, or are just feeling a bit under the weather will return home to receive proper care.

LIMITING CAPACITY

- We will be limiting the number of guests at our tasting room and Caliza Estate in compliance with re-opening guidelines and limiting parties to 6 people or less, including children.
- To accommodate the limited capacity, tastings will be by appointment only.
- Because of the size limitations in our boutique tasting room we will be hosting tastings in our wonderful outdoor areas.

SOCIAL DISTANCING

- Upon arrival you will notice that our team is practicing social distancing of at least 6' apart. We ask our guests to please try and do the same with those from other parties and with our team.
- We will have social distancing areas noted in strategic places around the property to help everyone with keeping to the 6' recommended distance.
- Upon arriving you will be greeted by our staff in order to assist you in getting to your designated tasting area and with help guiding you around the property during your time here.

TOUCHLESS EXPERIENCE

- We are encouraging our guests to use credit/debit cards to make purchases at the end of their experience as well as processing orders with cards already on file.
- To reduce waste, we will provide a QR code at each table to pull up a virtual copy of your tasting sheet. If you do not have access to QR codes on your phone, we will have one time use paper tasting sheets to use.
- We know it is easy to sink into some of our comfortable outdoor furniture in the wondrous setting at the Caliza Estate in the heart of the Willow Creek District, so we will ensure that these surfaces are clean and sanitized for your use.

GUESTS EXPECTATIONS

- For everyone's protection we will be requiring masks prior to entering the Tasting Room and designated tasting areas.
- Face coverings must be worn until you are seated with your party. Face coverings must also be worn whenever you need to leave your table.
- It is strongly suggested that guests check their temperature before visiting and if you have any symptoms of being ill, please wait until you are feeling better to visit.
- Outside food and beverages are prohibited, if you would like water during your tasting, please ask and we will provide you with a disposable water bottle.
- We ask that all guests refrain from wandering the property. However, if there is a location you'd like to explore and/or take a picture please ask your tasting host.
- Because of the boutique nature of our tasting room we will be asking all guests to please wait patiently outside until greeted and seated. Also, with the nature of our small restroom, please ask your tasting host if it is open so we can avoid guests waiting inside.
- We ask that if you bring your children tasting with you that you keep them supervised at all times and make sure they practice social distancing to keep all guests comfortable.
- We love all of our four-legged friends but at this time we only allow service dogs on the premises.
- If you need a dump bucket or spittoon, please ask and your host will bring you a disposable cup.

*Thank you for your cooperation,
The Caliza Team*