



PIPPIN HILL FARM
& vineyards



GUEST EXPERIENCE

2020 Private Events & Weddings Standards & Responsibilities

*We are excited to welcome you to Pippin Hill.
The safety of our employees and guests is our highest priority.
We've pulled together these guidelines to ensure a safe and secure
environment for our employees and our guests.*

OUR COMMITMENT

Due to the fallout from COVID-19 and our commitment to ensure that our operation provides a safe and healthy environment for customers to enjoy themselves, we have implemented comprehensive 'best practices' safety procedures for our Pippin Hill guests and our service teams. This is a shared responsibility for us and our planners in cooperation with our clients.

We look forward to working with you!



PIPPIN HILL FARM
& vineyards

WEDDING PLANNERS Roles & Responsibilities

Due to the nature of hosting private events; we as the venue and operator have the responsibility for ensuring adherence to all safety procedures, policies, current code requirements, legal and policy recommendations in our venue on behalf of our clients. The client and their planner appropriately have the responsibility to communicate the operating protocols to their guests in advance, and proactively manage their guests behavior to adhere to the defined safety measures.

★ Implementation of Client → Notice & Waiver

SOCIAL DISTANCE SEATING PLAN

Client with their planner to configure the seating with family members and 'pod' group members at tables to allow for 6-10 guests per table. Limited 2 and 4 top tables will be available. Table seating layouts will meet the distancing requirements and agreed to two weeks prior to the wedding. Please keep in mind any guests who might be considered high-risk when making seating arrangements.

CURRENT MASK CODE

For the immediate period, we are requesting that guests please wear masks when moving around the property. Masks may be removed while eating and drinking.

VENDOR CERTIFICATION

Policies and procedures will be forwarded to all vendors contracted for the wedding 30-days prior to enable follow-up questions. All vendors will supply their own Personal Protective Equipment and are required to wear a mask and gloves while indoors. Provide the standard named insured liability insurance forms.

GUEST OUTREACH

Client and the Planner commit to doing a 'best efforts outreach' to determine if any guest has come in direct contact with COVID-19, awaiting test results, has tested positive for COVID-19, or is experiencing symptoms will not attend the wedding or event.

EVENING GUESTS PROTOCOL MANAGERS

For overall safety and personal communications effectiveness, we work with the wedding planners to ensure an understanding of our protocols, and discuss an action plan should a situation arise -- social distancing, flow and distancing at bars, mask wearing, dancing spacing. When concerns arise during the event, planners will be the ones we go to and they will speak to guests and ask for their cooperation. Pippin Hill's COVID-19 designated in house coordinator is available for any clarifications or client's questions or concerns. We have an emergency response plan & Certified Staff. We have met with North Garden Emergency Ambulance teams and will have trained security personnel on site with us.



PIPPIN HILL FARM
& vineyards

THE PIPPIN COMMITMENT

Our Safety & Sanitation Protocol

Pippin Hill's first priority is the health and safety of our employees, guests, and the community in which we operate. While we have developed additional policies and procedures to minimize the risk associated with COVID-19, we cannot guarantee that you will not become infected. By visiting Pippin Hill, you acknowledge the contagious nature of COVID-19, and you voluntarily assume all risks of injury and illness in the event that you may be exposed to or infected by COVID-19. You agree to release and hold Pippin Hill harmless from any claims for any COVID-19-related illness you may incur.

PIPPIN HILL FARM & VINEYARDS OPERATING PROCEDURES & RESPONSIBILITIES

SIGNAGE

There will be health and hygiene reminders posted throughout the property.

SANITATION

Guest and employee hand sanitizer and handwashing stations will be set up around the property including at entrances and exits. We are regularly and thoroughly disinfecting all food and beverage service areas and surfaces and have fully trained our staff on Health Department and CDC guidelines.

We ask that our guests consider their own health and opt to not visit if they don't feel well. Our staff are required to not come in if they don't feel well. To respect the wellbeing of others, our standard is to perform daily wellness checks with all of our staff, including temperature checks, symptom assessment and being diligent in not allowing anyone exhibiting symptoms to come to work.

RESTROOMS

Cleaned and disinfected regularly, with EPA-approved disinfectants against COVID-19. Particularly high-touch surfaces such as faucets, toilets, stall doors, doorknobs, countertops, diaper changing tables.

VIRAL FOGGING OF THE PUBLIC AREAS

We have treated our spaces utilizing fogging with an EnviroShield® system, a commercial medical-grade disinfection that eliminates over 99.99% of bacteria and viruses. This includes dangerous bacteria like salmonella and E. coli, common viruses like the cold and flu, and disinfectant-resistant pathogens like MRSA. These disinfectants are listed on the EPA's List N for use on emerging pathogens like Coronavirus. Our EnviroShield Endure® antimicrobial surface treatment adds another layer of defense by continuing to protect surfaces and help eliminate germs for up to three months. Its active ingredient has the highest EPA rating as well, so it's also safe for your guests and the environment.



PIPPIN HILL FARM
& vineyards

CIRCULATING AIR TREATMENTS

We have installed ultraviolet lights and Merv filters in our building HVAC systems to provide a significant level of protection for the circulating air.

Ultraviolet lights were shown to kill mold, viruses and bacteria more than 100 years ago. Today, UV lights are used for germicidal use in hospitals, restaurants and schools. They have been shown effective in killing and sterilizing an HVAC system. In 2012, a study at Duke

University Medical Center showed that UV lights killed 97% of bacteria that were resistant to antibiotics, the so-called superbug bacteria that are the toughest to kill. The Journal of Applied and Environmental Biology reported in 2001 that germicidal UV radiation significantly reduces airborne fungi in air handling units.

Our High-Merv filters remove significantly smaller particles from the air so the air is much cleaner, and less debris gets into the HVAC system where it can promote bacteria and fungus growth.

PIPPIN HILL STAFF *Procedures and Precautions*

THERMAL TEMPERATURE CHECKS

All staff temperatures will be logged daily - Anyone displaying a temperature above 100.0 degrees will be sent home.

CURRENT MASK CODE

For the immediate period, we are requesting that guests please wear masks when moving around the property. Masks may be removed while eating and drinking.

PHYSICAL DISTANCING

By standing/walking at least 6ft apart while working and moving about the property.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Appropriate PPE is provided and worn by all employees in adherence to state regulations and guidance.

REPORTING ILLNESS OR SYMPTOMS

Employees are required to inform their supervisor immediately if experiencing symptoms of illness. Employees will not be permitted on property if symptoms are reported



PIPPIN HILL FARM
& vineyards

DAY OF EVENT MANAGEMENT

Procedures and Precautions

CLOSING TASTING ROOM PRIOR TO PRIVATE EVENT/WEDDING

The winery will close at least 1.5 hours before the start of the event and we will use that time to clean the areas utilized during our operating hours. We are asking that guests please not enter the Tasting Room or Granary before the start of the event, due to our extensive protocols to pre-clean the facility. They are welcome to enjoy the lawns, the outdoor grounds & gardens.

SOCIAL DISTANCING AT BARS AND RESTROOMS

Appropriately, we are limiting the number of people who occupy the restrooms. Lines should not form near the restroom or bars and please have guests maintain a distance of at least 6 feet from other guests that are not family or part of their 'pod'.

POST CEREMONY RECEPTION

Canapes and late night snacks will be on trays and servers will be circulating amongst the guests and offering the selections.

- ★ Wine and custom cocktails will be passed while cocktails and beer will be ordered from the bars.

DINNER SERVICE

We are continuing to provide our signature 'mirror' tableside dinner service.

- ★ Bread baskets will be discontinued for now. Bread will be pre-set on individual plates.

BARS

All bars have a custom plexiglass protective shield and be located outside on the Veranda. The bartender will place the drinks on the bar for the guest to pick up. Glasses will not be reused - bartenders and servers will provide the guest with a new glass.

In order to maintain social distancing, we will ask that guests please not congregate around the bars.

HOSPITALITY & COFFEE STATIONS

Will be manned by a server with individually packaged guest servings.

MUSICIANS

When live musicians are performing, for safety by code they must remain at least ten feet from patrons and staff. Plexiglass screens may be required, depending on the size of the band.

DESIGNATED COORDINATOR

If a member of your guest list or a vendor becomes infected in ten days following the event, please contact the Events Manager.

Events@PippinHillFarm.com