

KEEPING YOU SAFE IN PARADISE

Thank you for making Paradise Ridge Winery part of your Sonoma wine country experience. We are looking forward to your visit and the opportunity to share our story, our wines and our tasting room in Santa Rosa. With Gracious Hospitality & Community at the core of all we do! We want to assure you Paradise Ridge Winery is taking all the necessary steps for the safety of our guest & staff.

10 STEPS TO ENHANCED SANITATION PRACTICES

1. Covid-19 Information signage to be posted at guest entrances with winery / tasting area sanitation procedures posted at the door and or in designated outdoor tasting areas.
2. All County required signage and orders to be posted at entrance of all tasting and consumer engagement sites.
3. Regularly scheduled sanitization of all tasting room surfaces including doorknobs, light switches, tasting room stations, and bathroom fixtures at multiple and frequent intervals.
4. Hand sanitizer stations to be placed at tasting room entrance / stations to be used by all guests at entry into the tasting area.
5. Sanitization of all tasting stations at the conclusion of every tasting session.
6. CDC recommended signage placed in public restrooms reminding guests to wash hands.
7. Wine bottles to be handled by tasting room staff only with neck of the bottle not contacting the consumers glass.
8. Wine “dump buckets” to be removed, washed and sanitized at the conclusion of every tasting session.
9. Glassware used for each tasting session to be washed immediately upon conclusion of each tasting to ensure used glasses do not collect in racks or tasting area.
10. All tasting session glasses to be washed in commercial high temperature dishwashers that are monitored to operate at 180 degrees.

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

What to expect when you arrive - You will be greeted by a paradise ambassador upon arrival, with proper face shields or mask and gloves, all guests will be required to wear a face shield or mask until they are seated. If you do not have a mask or face covering Paradise Ridge will provide a one time use mask to be used during your visit to Paradise. You will be escorted to your reserved table by your host, to a pre-pour offering of Paradise Ridge Wines covered, and any pre-packed additional Cheese's or charcuterie add on.

As you bask in the beautiful outdoor setting of Paradise, one of our amazing wine educators will delight you as they share their knowledge of all things "Paradise" at the conclusion of your experience at the comfort of your table your host will take care of all your ordering needs, as well help getting wines to your vehicle.

What you can do prior to your visit - Prior to your visit take the necessary step to make sure you are free of Covid-19 symptoms. If prior to your visit you have any symptoms PR will reimburse all fees affiliated with reservation. If we feel a guest in experiencing or showing signs we will need to refuse service and refund all fees affiliated with reservation

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-symptoms.pdf>

Cancellation Policy: In the event you are not able to visit Paradise Ridge Winery we request cancellation 24 hours prior to your reservation. Parties that do not contact us within the requested time frame will not be reimbursed fees affiliated with reservation.

If you have any questions or concerns, please do not hesitate to call us at (707) 528-9463

Thank you for making us part of your day.
In anticipation,

Paradise Ridge Winery

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