

# COVID-19 Update

Vince's  
MARKET



Vince's Market: Sharon



Vince's Market: Newmarket



Vince's Market: Uxbridge



Vince's Market: Tottenham



Vince's Market: Market & Co.,  
Upper Canada Mall

(UCM location temporarily closed  
until further notice)

## We are committed to your health and well-being

### To our valued Customers,

At Vince's Market, the safety, health and well-being of our customers and Team Members have always been a top priority. We hold cleanliness and hygiene in the highest regard. And in light of the evolving Coronavirus (COVID-19) situation, we have stepped it up even further to ensure your peace of mind while shopping.

We have put in place additional steps and measures to help ensure that your family has access to the fresh foods we are known for, along with the other items and essentials your family depends on.

### Even Safer Store Entry Procedures:

When you arrive at any of our stores, you'll be greeted at the front entrance by a Team Member, who will help ensure that your shopping experience is as safe and convenient as circumstances allow. This person will:

- Sanitize your shopping buggy or basket.
- Offer gloves to wear during your shopping trip.
- Remind you to keep a safe distance between yourself, other shoppers, and Vince's team members (two metres is recommended).
- Screen customers who may have travelled recently, or are showing flu-like symptoms.

If, for any reason, you're unable to enter our store, we'll be happy to pick your order and bring it out to your car. Or alternatively, we can offer a home-delivery service.

### Updated Store Hours, Increased Cleanliness:

This has always been a strength for Vince's Market, but we have reduced our store hours to allow even more time for cleaning and sanitization – and to provide our Team more time to rest and recover.

New hours at our four main locations are: **Monday-Friday 7am - 8pm; Saturday 7am - 7pm; Sunday 7am - 6pm.** Our Upper Canada Mall location is closed temporarily.

### Plexiglass Shields at All Checkouts:

We have installed plexiglass shields at each of our checkout lanes to help reduce the spread of COVID-19 – protecting both our Team Members and our customers.

### Credit or Debit, Rather Than Cash:

We respectfully ask, that for the time being, you use Debit/Credit Tap as a payment method instead of cash, to help reduce the transmission of this virus.

We will, however, continue to accept cash from those customers who do not have either a Debit or Credit card.

### Fresh Prepared Foods:

Our prepared foods are no longer self-serve. This includes our Salad Bar and Olive Bar. In these departments, all items are offered prepackaged in containers. Our Hot Bar in Sharon is now staffed, and these items will be served to you.

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Updated March 27, 2020

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### **Bakery:**

Many of our baked goods, like fresh baguettes and bread loaves, were once sold in open paper bags. These are now covered and sealed. Loose buns and croissants are sold in sealed bags as well.

### **In-Store Sampling:**

Our popular Explore Discover Share in-store sampling program has been paused. We will reinstate it when circumstances allow.

### **Returns, Bottle Deposits, Rainchecks and Substitutions:**

To minimize risk to our Customers and Team Members, we will not be accepting returns – until further notice. For the same reason, we have temporarily suspended receiving bottle deposits as well.

Some items featured in our flyers may not be in stock. We will not be providing rain checks or substitutions at this time, and apologize for any inconvenience.

### **Reusable Bags:**

To help slow the spread of COVID-19, we kindly ask that if you choose to bring reusable bags, you keep them in your cart and bag your own groceries.

### **Team Members:**

We are asking all Team Members to inform us of any recent travel or contact with travellers. And if they've been outside of Canada, we're requiring them to stay home for 14 days – even if they do not have symptoms.

For those at work, hand washing and glove wearing has become even more of a priority to reduce the spread of germs and viruses.

### **Our Commitment to You**

As the COVID-19 situation develops, and as we receive more information, we'll continue to adapt and modify our response. Our aim is to provide the best possible shopping experience – in an environment of cleanliness and safety.

If you have any concerns in one of our stores, or have suggestions on how we can improve, please feel free to reach out to me, or any of our supervisors.

We value your trust in our Team.

### **Giancarlo Trimarchi**

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