

COVID-19 Update



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.
- Request that you use hand sanitizer on entry.
- Offer fresh gloves if you are unable to use the sanitizer. *(Please no outside gloves.)*
- Remind you to keep a safe distance between yourself, other shoppers, and Vince's team members (minimum 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, please visit our website to place an order and we'll be happy to pick it for you. We can bring your order to your car, or alternatively, we can offer home delivery service. (*some restrictions apply, see our website for details)

Please visit <https://vincesmarket.ca/orderonline>

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.

Directional Aisles:

To further safeguard customers, while supporting the smooth flow of traffic in our stores, we are introducing directional aisles at some Vince's locations. Keep an eye for directional signage to help you move through our departments safely and more quickly – while maintaining an appropriate social distance.

Face Covering For Customer-Facing Staff:

Cashiers and shoppers are protected by large plexiglass shields at our front end, and to continue with this high level of safety throughout the store, all other customer-facing Team members will be wearing face shields or face masks while on duty. It's just one more way we can deliver this essential service with care.

Home Delivery or Pickup Service Now Available:

Place your order online *(or by phone for those who don't have computer access)*, and we can either deliver to your home or have the items ready for pickup at any of our four main stores. Some restrictions apply - see our website for more details.

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Updated May 23, 2020

More COVID-19 Safeguards

from page one

Credit or Debit, Rather Than Cash:

For in-store purchases, 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.

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:

As of Monday, May 25, we will begin accepting bottle returns with the proper precautions in place. Our team will be asking that customers place the bottle into a clean bag, which will then be put into a crate and returned to the vendor.

We will continue to *not accept returns*, until further notice, to minimize risk to our Customers and Team Members.

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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