

Cellador Ales
COVID-19 Operational Changes & Company Response

Shipments -

Our shipping schedule is changing!

We are now offering shipping Tuesday through Friday each week. All orders placed by 4pm are guaranteed to be delivered the following day.

Shipment orders placed Thursday after 4pm through Monday at 4pm will be delivered on Tuesday.

Please note our shipping policies **under Shipping FAQ**, including information on building a box to make the most of your money!

EFFECTIVE starting Monday 3/23: Purchase \$75 or more online? Do you live within 20 miles from Cellador? Want your bottles delivered the next day? If you've purchased \$75 or more through our website, you can request next day delivery **at no additional cost**. Your order will be personally delivered by one of our staff members, including our Co-Owner/Headbrewer Kevin Osborne. If you'd like to request next day delivery for your order of \$75+, please email info@celladorales.com or call 747-529-6002 the day before you would like it delivered, and someone will be in touch with you with an ETA for your delivery that day. If your request is made after 5pm, your delivery may be scheduled for 2 days out. Please note, normal shipping rules apply. Someone 21+ must be available to receive the delivery, and they must show a valid form of ID. We cannot deliver to anyone appearing intoxicated.

This promotion does not apply to any order made before the 23rd, but if you have any extra orders on hand from before the 23rd, we will include them. Only applicable for shipping addresses within 20 miles of Cellador Ales.

Until further notice, our tasting room is no longer open. However, we are open for online order pickups, and bottle, merchandise, and growlers to-go during the following times:

Online Orders & Online Order Pick Ups -

We are now open 7 days a week 12p-7p for you to come pick up any online orders you have placed **online through our website**.

You do not need to inform us that you are coming by to pick up your order, UNLESS you have 6 or more bottles to be picked up, OR you'd like to ensure your order is ready to go when you get here. To inform us of your pick up request, please email us at info@celladorales.com. We request a 24 hour notice, but will always aim to accommodate any request coming through regardless of the time frame.

Since our tasting room is currently closed, you will be seeing our bottle releases online through our website much more frequently, and will be able to access our core beers always through our website store. Please make sure you are **signed up for our email list**, as well as following our social media channels (**IG: Cellador_Ales** /**Facebook: @CelladorAles**) to ensure you get updates on these releases.

Bottles To Go & Growler Fills -

We are now open 7 days a week 12p-7p for you to come by the brewery and stock up on bottles to go, as well as get some growler fills from our available tap list.

We will be updating the **current tap list and bottle to go menu on our VISIT page** as it changes/while supplies last.

Please note, **WE CANNOT FILL ANY PERSONAL GROWLERS**. We will only be filling brand new Cellador growlers located here at the tasting room. The growler is \$1 with any purchase of a growler fill!

Postmates/Uber Eats (coming soon!) -

We do not currently have partnerships with any delivery services, but are working on becoming retail partners with Postmates & Uber Eats. We will announce changes with this as they evolve.

In regards to keeping our space as safe as possible, you can **find our statement on our routines surrounding COVID-19 below**. While our tasting room is not open at this time, these routines will continue to apply.

And lastly, we want to extend a huge and humble Thank You to our members, customers, and beer community. Many have been and will continue to be largely impacted by COVID-19, and small business are a large portion of that crowd. These are tough times for many, including us. Your words and support have been invaluable to us and many others in our industry as we navigate running business in this very different environment. We urge you to continue to support all small businesses out there as much as you are able, and as much as you still feel safe to do so. Many are working hard to accommodate their business operations among though mandates so that they can survive, and more importantly, continue to serve you, as you've continued to support us over the years. It's because of people like you that we know we can make it through this. Lots of love from the team at Cellador!

**Cellador Ales
COVID-19 Response**

To Our Friends and Family,

The health and safety of our customers and employees, as always, is our highest priority at Cellador Ales.

Our tasting room is closed until further notice, but we are open for business for to go sales (bottles, merchandise, and growler fills*) and online order pick ups.

Due to the current circumstances, we are making some changes to our regular operation to ensure that everyone can feel comfortable and safe when visiting our brewery. We are also continuing to stay up to date on the advice and recommendations of the CDC in light of the Coronavirus/ Covid-19 outbreak, and implementing them as they apply to our business.

Some changes you'll see at our brewery include:

- Our employees will be wearing gloves at all times, and will be changing them regularly.
- We will be sanitizing the screens of our cash register between each transaction.
- Our door will be propped open to eliminate the need to touch door handles.
- Our restrooms, as usual, will be fully stocked with soap and other supplies at all times.
- Tables will be sanitized between customers. (Applicable when we re-open our tasting room)
- We will be sanitizing high touch areas like door handles and other surfaces, including in the restrooms, regularly.
- We will be using disposable water cups, and will fill them for you rather than using a self-serve water station. (Applicable when we re-open our tasting room)
- We will be eliminating seats from our taproom to ensure we are complying with the cities mandates for the closure of the tasting room portion of our business.
- *Only brand new Cellador growlers will be filled at this time. We cannot fill any personal growlers until further notice.

We ask that our customers consider their own health and to stay home if they are not feeling well to respect the health of other customers and of our staff.

This Coronavirus/Covid-19 outbreak and the social distancing measures that we are all being asked to engage in will be a burden on all of us, but they are critically important to continue to ensure the health and wellbeing of our community. During this time, it is important to us to continue to support others in the community, including small businesses for which the threat of public panic can be existential. We, the staff of Cellador Ales, plan to continue to patronize small businesses and to take the threats of this outbreak seriously, without allowing them to prevent us from supporting those in our community. We would like to urge you to continue to do so as well, to the extent you feel comfortable.

We encourage you to reach out to us as well as to other restaurants, coffee shops, etc. with questions about the precautions being taken so that you can feel safe and comfortable in continuing to support our community. While it may sometimes mean ordering takeout rather than a table at your neighborhood restaurant, and other small adjustments, your support can mean the difference between employees making a decent paycheck and businesses surviving.

We will continue to assess the Coronavirus/Covid-19 situation as it progresses and make adjustments according to guidance offered from our leaders in government. We hope you all stay safe and healthy.

With love,

The Cellador Team