



SOUTHERN NEW HAMPSHIRE

# COVID-19 SAFETY PLAN



At JBF Southern New Hampshire we care about our family of shoppers and sellers. After all, you are the reason we do what we do and your safety is our top priority. We are adapting procedures to ensure we provide a safe, spacious and sanitized shopping experience.

For our upcoming sale we will follow current Covid-19 health and government guidelines. As such, our plan may change as guidance changes. We will always update this plan so it reflects the current best practices that local and national health experts recommend.

## WHAT WE WILL BE DOING

- We have adopted and implemented the New Hampshire Safer at Home Retail Reopening Guidance
- We are following all the guidelines put in place by our Governor, the New Hampshire Department of Health, the Center for Disease Control and our JBF Franchisor.
- We have reviewed each and every aspect of our sale in detail (from physical space to flow of people to technology applications) to optimize our procedures and ensure we are operating as a safe and socially responsible business.
- We are collaborating with JBF sales across the country on best practices and new innovations for a COVID-safe shopping experience.
- We are partnering with the Hampshire Dome to ensure we are creating and maintaining a safe and sanitary environment.

## KEY THINGS TO KNOW

- We will limit the number of guests in the Sale at a given time (based on the limits set by our operating permit).
- We have added an extra day of shopping to provide more hours for everyone to shop. This allows us to provide a safe and socially distanced shopping experience for everyone.
- Grown Up Shoppers only, please. Only infants worn in a front carrier and children 12 years and over will be allowed during most of the shopping times. If you have a child 12 or over who will be attending, they must have a ticket. Every person entering the event must have their own ticket to enter for occupancy tracking purposes.
- Children all ages may attend the sale starting on Saturday from 11am through the remainder of the sale. As stated, all children must have a ticket to allow us to stay within our building occupancy restrictions.
- Are you well? We ask that anyone who does not feel well, or shows any of the symptoms published by the CDC, to please not attend. **Please click here to see the CDC's list of COVID-19 symptoms.**
- There are scheduled shopping times to manage the flow of guests. We ask that you reserve your shopping ticket ahead of time.

What to expect



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## WHAT TO EXPECT WHEN YOU SHOP

**Entrance:** As you enter, we will ask for your ticket confirmation. Please be sure to bring this information with you. You can show us your ticket on your phone, no need to print it out. Consignors will show their id that we will compare to our entry list that each consignor signed up for so they can attend their presales.

Remember that we are using TIMED ENTRY; please arrive at your appropriate shopping time.

If at any time the occupancy reaches our prescribed capacity, we will have to ask you to form a socially distanced line outside the venue. .

**Distancing:** We will ask that shoppers who are not from the same family unit stay 6 feet from one another (physical distancing).

**Masks:** All participants over the age of 2 will be required to wear a mask. If you do not have a mask, we will have some available at our sale. All team members will be wearing masks to help keep you safe as well.

**Hand Sanitizer:** We will have hand sanitizer available at many locations throughout the building, including, entrance, cashier stations, hold area, and the exit. We encourage you to help yourself to our hand sanitizer station as you enter and while you are shopping.

**Check Out Line:** We will use a virtual check-out line to eliminate standing in line near other people. You will not have to wait in a physical line, the line will be "invisible". You will scan a provided QR code with your phone when you are almost done shopping to be place on the wait list. You will receive a text message when it's your turn to check out and proceed to the register.

You will be emptying your shopping bags by hanging clothing on rolling racks and placing non-hanging items in bins on the bottom of the rack. This will happen once you are texted to take your place in our "line" area. The hostess will provide you more details as needed.

**At the Register:** You will have 6 feet of spacing from the cashier and other guests checking out at the other stations. There will also be sneeze guard between you and the cashier.

## BEHIND THE SCENES FOR YOUR SAFETY:

- The Sale's layout has been created to have wide aisles to allow for safe shopping.
- We will perform frequent cleaning of high-touch surfaces such as door handles.
- Team Members will perform regular hand washing/sanitizing and disinfection of work surfaces
- Items such as pens, and shopping bags will be sanitized between uses for your safety.

what to expect



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## SELLERS

### CONSIGNOR DROP-OFF:

- We have added additional time to drop-off to reduce the number of people dropping off at one time.
- To maintain social distance, we will continue to require drop-off appointments and ask you remain in your vehicle until your reserved time if you arrive early.
- We encourage you to leave children at home for their safety, and to come by yourself or bring a maximum of one helper with you to drop off. All children will be required to remain close to your side and must not wander or play with any of the items already on the floor.
- All participants over the age of 2 will be required to wear a mask.
- Sanitizing wipes/spray will be available for you to use on rolling racks and there will be hand sanitizer and hand washing stations throughout the building.
- We ask you try to bring your own wagon or rolling rack if you have one to prevent anyone waiting around for one to become available. We will also enforce the policy of only 1 of our JBF owned rolling racks/carts being used per consignor dropping off. Please do not try to take multiple carts/racks for your use.

### EARLY ACCESS/PRESALE SHOPPING:

- Consignors and team members will sign up on line for their presale shopping slots using a link we will provide. There will be no paper tickets and each consignor must sign up for a shopping time slot.
- As with our other shopping times for this event, we ask all shoppers to wear masks and that you leave children under 12 at home for the Early Access/Presale Shopping. The only exception is infants worn in a front carrier. Any child 12 and over who will shop with you must be using your Consignor Guest shopping time slot that you signed up for and will count as a "guest" for headcount purposes.

### CONSIGNOR PICK-UP

- To maintain social distance, we will be splitting the pick-up times based on Last Name and appointments. If you are picking up any unsold items you must sign up for a pick up time using the link we will provide. If you arrive before your pick-up time we ask that you remain in your vehicle until your assigned time.
- We encourage you to leave children at home for their safety and to come by yourself or bring a maximum of one helper with you.
- We recommend you bring a wagon or rolling rack to transport your unsold items from the building to your vehicle for pick-up.
- We will set up the check in area at pick-up so that you and the team members are 6 feet apart from each other.
- All participants over the age of 2 will be required to wear a mask.

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what to expect