

BVGA Garden Store policy for Covid-secure policy 2021

1. **Information for customers.** Ordering was a popular way of buying in the spring 2020 lockdown. In 2021 Information will be given widely to promote ordering further. We will use the BVN, Facebook and emails to supporters and deliver flyers to people who bought in 2020 to ask what they would like this year.
2. **Loading the store from the pallets.** To be done by one person or one household at a time. The door and hatch will be open to provide a through flow of air in the store. Another person or household can take over after a break. All will wear a face covering.
3. **Two deliveries.** This will reduce the amount of work to be done on each occasion.
4. **Pre-orders collected from the Village Hall car park.** One person will take items from the pallets and place them where the buyer can collect. He/she will not go near the pallet when others are offloading to the store and will wear a face covering. Customers who require their order to be put in their car will open the car and step away. Payment will be by BACS or a cheque put through the door at 65 High Street.
5. **Orders during the season delivered to local addresses.** Orders will be phoned or sent by email to Richard or Alan who will arrange in advance which days each is delivering on. If other volunteers would like to deliver, Richard or Alan will pass orders with keys to the volunteer. Items will be left outdoors at destination. Payment will be by BACS. For those who are unable to pay in this way, cash or a cheque will be left out for collection at a pre-arranged place.
6. **Avoiding Dennis.** Dennis uses the store to keep equipment he uses for his job with the parish council. He works Monday to Friday from 8.00 to 11.00. Volunteers must not arrange to collect orders at these times.
7. **Sunday opening for collection of orders.** The volunteer on duty will arrive early enough to label orders and put them on the herb garden wall. Payment will be by BACS or cash or a cheque placed in the payments box left next to the WI rose. No change given. The volunteer(s) will have face coverings on when customers are due to arrive.
8. **Sunday opening for buying.** The volunteer will place the tape/bungee across the doorway using the hooks provided. Our information to customers says that they must wear a face covering, wait away from others and not enter the store. They will place their order by standing outside the garden store door and speaking with the volunteer who is inside.

Customers must ring before 10am to arrange a time. The two contacts are Richard and Alan. Regardless of who is volunteering in the store, Alan will allocate times ending in 0 starting from 1150 and working backwards and Richard times ending in 5 starting with 1105.

The volunteer who is serving in the store will stand by the table and not in the doorway when speaking with customers. Place the sack barrow next to the corner of the store with the notice on – PLEASE WAIT 2m APART. There will be only one volunteer (or one household) in the store who will place items on the hatch for the customer to collect or the volunteer offers a 'carry to car' service. For smaller items, the volunteer will ask the customer to step back while the volunteer places the smaller items outside of the doorway. Customers may pay by BACS later (there will be copies of the numbers available to take) or use the box next to the WI rose for cash or cheques.

If there is a second volunteer, he/she sits in the Jubilee Garden and records the sales leaving the first volunteer available to move the sold items for the customer.

9. **Hand sanitiser** will be available for volunteers and customers.
10. **Communication.** This policy is on the BVGA page of the Braunston website and is displayed at the garden store at the Village Hall.