



## COVID-19

### WALK IN, PICK UP, AND DELIVERY GUIDELINES

It is important to us as a business and as a family to protect our employees and customers by following any guidelines recommended by state and federal agencies. As of now, we are open for business, but we will be making adjustments to daily operations at the nursery in how we sell and deliver plants to our customers. We appreciate your patience and trust that you will work with us, adhering to these new guidelines, with the common goal of getting back to normal as soon as possible. Thank you from all of us at Van Berkum Nursery.

#### **Delivery:**

Delivery is the easiest way for us to keep personal contact to a minimum and should be considered before visiting to the nursery...(and we're good at it).

1. Follow our typical ordering guidelines described on our website at [www.vanberkumnursery.com](http://www.vanberkumnursery.com)
2. If not there to direct, please give very specific directions to where you would like your delivery unloaded.
3. For orders of five racks or fewer, our drivers will handle all materials exclusively (racks, pots, trays, paperwork).
4. For orders over five racks, our drivers will get the racks to the ground for your staff to unload and return when empty.
5. Customers should inspect all plant material to ensure satisfaction with product as delivered.
6. Our driver will provide a delivery invoice via email or physical copy if specifically requested

#### **Visiting the Nursery:**

-Please call ahead to let us know you will be coming and have any questions you may have answered in advance.

-In order to reduce exposure, we will not be allowing customer into our office facilities. This includes our restrooms. We do have a portable on site.

-We are not able to give personal tours, assist with loading, or assist customers with 'shopping'.

### **Pick up orders:**

All orders placed for pick up must be received and confirmed 24 hours ahead of arrival

### **Please consider delivery**

- 1- Schedule a day and time for pick up with our sales staff
- 2- Your order will be pulled, labelled and staged in the bed in front of the office as usual.
- 3- Please look over your order carefully to be sure it is all there.
- 4- If you are COD, leave a check in the box we have by the front door.
- 5- If you will be paying with a credit card, please pay over the phone after inspecting your order.
- 6- We ask that you load your own orders.
- 7- You are welcome to walk around the nursery, please keep minimum 6' distance from all others.

### **Shopping:**

This process can take considerably more time and, given these new guidelines, may be more cumbersome than typical. Please consider straight pick-up or delivery first.

- 1- You will be given and must use a current availability and order form. Please fill out the order form completely in the field.
- 2- Before any plants are moved in the field your completed order form must be presented to the office staff to be converted to an order and pull sheet for our shipping staff.
- 3- A member of our VBN shipping staff will use this pull sheet to gather your order.
- 4- Your order will be brought as close to your vehicle as possible for you to load. If our carts and trailers are in short supply your order may be placed in the pick-up area for you to load at your leisure.

As you can imagine all this distancing and added protocol is not who we are or what we're used to here at the nursery, but we are all in this together and hope that with all of your help we will past this soon.

**Thank You**