



My first concern is for all of my customers' and employees' health and well-being.

Here is the short bulleted version of our new Covid 19 House Rules. The full version is below that.

- As needed: In-store shopping on Wednesdays, Thursdays, Fridays and Saturdays from 1:00 p.m. until 4:00 p.m. You can still make a 30-minute appointment for yourself during these hours.
- We will allow 4 shoppers in the store at one time. We will indicate the number of customers in the shop with red and green cards at the front and back door – two at each one. A red card indicates that a customer is in the shop. A green card indicates there is an opening for someone to come in to shop. To enter, you will need to ring the doorbell we've installed. We will come let you in, and turn the card for you.
- You can still shop by phone, email and website with back door pick-up available Tuesday to Saturday from 11:00 a.m. to 4:00 p.m. We will still mail to you via USPS First Class Mail, no shipping fee. All orders will be handled in first come, first served order.
- No more than four healthy customers in the shop at any time.
- Everyone must wear a mask. If you don't have, one, we will provide one.
- You may not wear *your* gloves in the shop because we don't know where your gloves have been.
- When you enter we will be asked you to use the alcohol-based sanitizer we will provide. If you prefer, we will provide you with new gloves to wear while shopping.
- When you arrive, we will ask you to sign in.
- Physical distancing of 6 feet needs be maintained.
- Credit cards and checks only please.

We thank you for your continued support during this crazy time.

## PLEASE READ ALL OF THE NITTY GRITTY DETAILS BELOW

In planning the opening of The Knotted Needle shop to customers, I will follow Michigan's directives, and recommendations, as well as those by the CDC.

We will reassess our operating hours and procedures as needed.

We can continue to meet all your needs through phone, online and web orders. We can now do backdoor pickup and, as before, shipment to your home, free of charge.

The shop is manned from Tuesday through Saturday from 11:00 a.m. until 4:00 p.m. Curbside pick-up is available during these hours.

Don't forget our Drop Ship Program for knitters of Berroco and Baah yarns.

The State directives require that retail stores must operate at 50% capacity, that means no more than four customers in the shop at one time.

In-store shopping on Wednesdays, Thursdays, Fridays and Saturdays from 1:00 p.m. until 4:00 p.m. You can still make a 30-minute appointment for yourself during these hours. Call the shop at **313-886-2828 to reserve a time.**

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Credit cards and checks only please. We don't want to be handling cash right now.

When you arrive, we will ask you to sign in.

Everybody must wear a mask while in the shop. If you don't have a mask, we will provide one. You must wear your mask properly, covering from under your chin to bridge of nose.

You may not wear *your* gloves in the shop because we don't know where your gloves have been. When you enter we will ask you to use the alcohol-based sanitizer we will provide.

If you prefer, we will provide you with new gloves to wear while shopping.

Social distancing must be observed at all times while we will try to be as helpful as we can at 6 feet away.

We will have a sneeze shield at the counter to protect both you and our employees.

Being mindful of other Knotted Needle patrons and my employees – Only healthy individuals who have made an appointment and are actively shopping may enter the store. We kindly ask that any companions wait for you outside.

I'm sorry, but there will be NO one-on-one instructional help available, and private classes or group classes are suspended until gathering limitations and physical distancing directives are no longer in place for the State of Michigan.

We are working on several ideas on how to work around this while keeping everyone safe and making it easy, including Zoom classes. We will keep you posted. Be sure to check out the new videos on our Facebook page featuring new yarns and other ideas.

Regarding back door pick up: Your order needs to be placed, in advance, by phone, email or through the website. It will then be processed in the order received. Once your order has been filled, we will call or text you to let you know it can be picked up.

Please don't call in your order while driving to the shop or from the parking lot. We'd hate for you to have to sit in a hot car while we process the orders prior to yours. As much as we'd like to make an exception for you, we have to treat everyone fairly.

We regularly wipe down our hard surfaces: handles, counter, light switches, computer keyboard and mouse, tables, counters, sinks, as often as possible.