

Valerie Ross

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**From:** Valerie Ross  
**Sent:** Monday, March 16, 2020 4:45 PM  
**To:** Valerie Ross  
**Subject:** FW: That Escalated Quickly... We're Here For You. 🍷

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Hi all,

We realize there is a lot of anxiety around COVID-19 right now, but **we are still open!** Rest assured that we've stepped up our [already rigorous] cleaning protocol, and **will do all we can to keep our space safe for you.** As always, our glassware and dishes are sanitized in high-temp [minimum 180F] commercial grade dishwashers, and our team is diligent about washing hands for at least 20 seconds before and after handling food [during which time gloves are also worn], clearing tables, washing dishes, using an iPad, handling credit cards [preferred] or cash, and at very regular intervals otherwise. We are sanitizing our iPads between every transaction, as well as all tables, chairs and other surfaces frequently touched. We have also printed one-page menus and flight boards that we are using instead of our leather-bound menus and wooden boards, so that they may be disposed of and recycled after every use.

Additionally, as mandated by New York State, **our tasting room capacity has been**

**halved**, from 100 to 50, until further notice. When possible, **we will open up the Vault** to accommodate more guests.

If you’re looking to **buy some bottles to enjoy at home and would be more comfortable with curbside service**, we’re happy to have you **order online or via phone** [585-383-1112]. Just call ahead to let us know when you’re pulling up! And for our friends outside of the Rochester area, you can order wine online to keep you company while hunkering down, with delivery via Fedex available throughout CA, IL, MA and NY as always.

We ask that **if you are feeling unwell, please stay home**. We will warmly welcome you upon your recovery and return. <3

Bringing people together is one of the best parts about wine, and we always have the wellbeing of our guests and team in mind. We’re **grateful for your support** of small businesses like ours, and **appreciate your understanding** as we navigate these uncharted territories.

Wishing you all the best,  
  
The Living Roots team



**Our mailing address is:**  
1255 University Avenue  
Rochester, New York 14607

Photos: Erin Fisher Photography

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