

Originally posted on abc.virginia.gov on May 29, 2020.



As we move into Phase 1 of Virginia's reopening plan, I want to update our customers and stakeholders on how Virginia ABC plans to continue offering a clean, safe shopping experience.

ABC introduced curbside service in select stores on April 29, adding more stores each week. Today, 96% of our 388 stores offer this service (20 stores are unable to offer curbside pickup because of limited available parking). Since the service began, more than 40% of online customers have opted for curbside pickup. We plan to continue offering this service well after the need for social distancing has subsided as a convenience to our customers.

With the sustained popularity and high demand for select whiskies, many of these products are in short supply. In order to make these available to as many customers as possible, Virginia ABC is now limiting the purchase of these items to one bottle per customer or license number per day. These products are available for purchase in-store only. They are not available via online ordering. A list of these products is available on our [Limited Availability page](#).

For customers who choose to make in-store purchases of these and other products, Virginia ABC stores continue to offer a safe environment for shopping. We've installed Plexiglas shields at registers and placed social distancing markers on our floors. We've placed hand sanitizer at registers for customer and employee use. We've mandated the use of face masks by store employees and enhanced our daily cleaning and sanitizing efforts. You can get a full picture of our safety preparedness measures in our [response document](#). But we also are asking for your cooperation.

For the health and safety of our employees and others, customers are now required to wear a mask or face covering in order to shop in an ABC store. If you arrive at the store and do not have a mask or face covering, we encourage you to visit our website and utilize the curbside pickup option mentioned earlier.

For now, ABC stores continue to operate at a reduced schedule – from noon to 7 p.m., seven days a week. Many stores are providing modified counter service where customers stand at a safe distance from others at the front of the store while ABC employees retrieve products at their request. We will continue these measures throughout Phase 1 and will evaluate as the situation changes.

Be healthy,

Travis Hill, CEO