



## CUSTOMER GUIDELINES

Farmers Markets have been deemed essential businesses by Governor Pritzker as they provide our community with a supply of fresh and local foods. The continuation of the farmers' market's ability to supply fresh and local food to the Streeterville community will require our shoppers and vendors to follow new rules for the 2020 SOAR Farmers Market. These new rules are for the health and safety of our customers and are outlined below.

### HOURS

Market Hours 7am – 2pm  
Preferred Senior Hours 9am – 10am  
The beginning of the market is usually the busiest. We encourage customers to come later to the market to avoid crowds and having to wait in long lines.

### ATTIRE

**Face covering or masks are required.** You will be denied entry if you do not have a face mask or covering.

### NAVIGATING THE MARKET

There will be **one entrance** and **one exit**. Each will be indicated with signage. There will also be markings on the MCA Plaza showing the 6' feet distance requirement between shoppers. Only 40 Individuals will be admitted to the market at one time.

You will only be allowed to enter the market by a Farmers Market staff who will monitor the flow of the customers in and out the market.

Please be prepared and ready with a shopping list. Consider sending one family member or person to the market.

**Please sanitize your hands before** entering the market. Some vendors and the SOAR information Booth will have sanitizer as well. Sanitize your hands as frequently as you can as you move throughout the market.

### PRODUCE SELECTION, PRE-ORDERS & PAYMENT OPTIONS

You will still be able to make produce selections when you get to the market. When you approach a booth please have your list ready with item type and quantity. No hand-to-hand contact will be allowed between vendors and shoppers. Point to the product that you would like, allow the vendor to bag it and set it down on the table before you pick it up.

You may also be able to pre-order your desired products if the vendors offer such services. Please check the SOAR website [soarchicago.org/soarfarmersmarket/](https://soarchicago.org/soarfarmersmarket/) for details. We encourage you to pick-up your items and leave. This will limit the number of people at the market.

Do not hand vendors payments directly. Place cash and credit cards on the table for vendors to pick up. Our vendors are now required to offer a contact-less payment option like Venmo or Apple Pay (which allows you to hover your phone, but **not touch**) it over their WIFI-enabled reader.

### SOCIAL DISTANCING GUIDELINES

There will be no lingering at the market. Please limit interactions with others and vendors. No hugs or handshakes, please.

Maintain at least an arm's length distance between other shoppers and vendors, especially while you walking in the market.

### PETS

No dogs or other animals are allowed at the market unless they are service dogs.

### EATING AT THE MARKET

There will be no consumption of food on site and no congregating of any form at the market.

## We look forward seeing you at the 2020 SOAR Farmers Market!

*It will be different and we ask for your patience as we navigate the new normal.*