



## **Retail Garden Center/Nursery/Greenhouse Guidelines for Sales to Public**

This document offers COVID-19 operational recommendations for Wisconsin retail garden centers, nurseries, and greenhouses to provide a safe shopping experience while remaining open to customer traffic. Evaluate the current layout of your retail space to determine how it can be reconfigured to allow for 6-feet of social distancing and minimize the amount of time people can spend gathered in any one area. When allowing customer traffic into your retail space, the following guidelines should be followed as closely as possible:

- When possible, limit the number of customers in any enclosed retail space at one time.
- Evaluate your current layout to determine if it can be reconfigured to accommodate 6-feet of separation in areas where shoppers would congregate. The goal is to minimize the amount of time customers spend near one another while shopping in your retail space.
- Develop a plan for one-way traffic in and one-way traffic out of your Garden Center/Nursery/Greenhouse to reduce congestion in-store and in parking areas.
- Create boundaries using tape, chalk lines, fencing, stanchions, etc. and signage to help direct traffic flow.
- Widen the space between shelving, tables, and check-out lanes to allow for customers to maintain 6-feet of social distancing.
- Tape or chalk 6-foot markings in all aisles to show customers where they should stand to maintain 6-feet of social distancing from the next customer.
- Provide hand sanitizers or place handwashing stations at entrances for customer use.
- Have enough staff to direct and monitor people and traffic. Be sure your employees are outfitted with PPE such as masks and gloves. Have plenty of cleaner, wipes, and hand sanitizer on hand for their shift and be sure they are maintaining proper social distancing.

### **Offer Pre-Order Sales, Pick-up and Delivery Options**

- To reduce crowds and yet maintain sales, give customers the option to place call-ahead orders and set up drive through or pick-up areas for these purchases.
- Consider organizing specific days or set locations at your store (clearly marked with signage) for customers to pick up pre-ordered products.
- Plan a specific traffic pattern for pick-up orders so that it does not disrupt those who want to come in and shop. Use signage to direct customers to navigate your parking lot and store to maintain safe distances.
- Consider offering delivery service, communicating those options through social media and your website

---

*WNLA is only offering suggestions on what may work for your companies, but ultimately it is your decision as a business owner*