



To Our Valued Guests:

Despite the uncertainty of this unfolding situation related to coronavirus containment efforts, The Fresh Market is committed to remaining open and well-stocked so we can serve our communities, while maintaining the highest standards of store cleanliness and safety for our guests and team members.

In addition to the enhanced cleaning and disinfection protocols we have implemented, we continue to reinforce good hygiene practices among our team members in accordance with all public health recommendations.

Here are some additional precautionary measures we have taken:

- We are designating **special shopping hours** for seniors and other individuals most at risk. These hours are between **8 AM and 9 AM, Monday – Friday**. All stores will continue to operate under our regular business hours.
- All in-store food and beverage sampling, including free coffee samples, has been stopped temporarily. Guests may still purchase fresh, brewed coffee. If you would like to try a product, please ask one of our team members and we will do our best to accommodate you.
- For your convenience, we also offer online shopping and delivery, with curbside pickup available in select locations, on our e-commerce website, shop.thefreshmarket.com and through our mobile app (available from the [App Store](#) and [Google Play](#)).
- We will continue to communicate with you via [email](#), on our website and on your local store's Facebook page. In the event we adjust store hours or need to temporarily close a store for additional cleaning or restocking, our emails and social media channels will be the fastest way for you to stay in touch.
- We continue to be in constant communication with our suppliers and are working diligently with them to mitigate any disruption to our supply chain.
- We are asking our team members to follow the CDC recommendations on personal hygiene and to be extra vigilant to stay home if they are not feeling well.

We welcome your feedback, and if there is anything we can be doing to serve you better, we encourage you to let us know through our [online feedback form](#) or directly to your store manager.

Best Regards,

Jason Potter
President and CEO
The Fresh Market