

Inclement Weather Policy

MARKET STREET
CATERING



Guest Version

When inclement weather impacts the normal operation of our delivery service, Haggen Market Street Catering will make every attempt to safely provide our services for our guests. We will also make every attempt to contact our guests to confirm the status of their event and notify them in a timely manner regarding any changes in our services. During these challenging weather incidents, it is necessary for us to assess the safety of our delivery team and our delivery fleet, while giving the utmost consideration to our catering guest's orders.

Inclement weather conditions constitute any conditions which create unsafe or hazardous driving conditions. These conditions may include, but are not limited to snow, ice, flooding, road closures and poor visibility. Indicators of these unsafe conditions could include community closures, weather alerts, news warnings, and public safety alerts. In snow conditions, roads or parking lots that have been unplowed or that require snow tires and/or chains will be considered an unsafe driving condition.

As a means of being proactive for the needs of our guests and our resources:

- If Market Street Catering becomes aware of the threat of inclement weather the following may apply.
 - Orders for delivery
 - Guest may be asked to pick up their order at the designated pick up location for their county.
 - If Market Street Catering is able to make on-site deliveries, the guest will be notified of the extension of our delivery window to 60 minutes.
- Cancellation Policy
 - Our standard cancellation policy applies for the original terms of the contract.

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Crew Version

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In the event of the threat of inclement weather, the following will be in effect.

Sales office

- Follow up with each guest event in the next 2 days
 - Threat of inclement weather
 - Inform the guest that there is a threat of inclement weather and discuss the potential changes in our services.

“Hello Joan, this is Jessica calling from Market Street Catering. I am calling in regards to your order with us this Wednesday. We have become aware that there is the threat of snow in our forecast. We do have an inclement weather policy that I wanted to discuss with you. It is always our policy to minimize the risk to our delivery team and fleet vehicles while giving the utmost consideration to your order. Therefore, we will be keeping a close eye on driving conditions and inform you of any changes that we may need to make regarding your order. We may require that the catering order be picked up at a designated pick up location for your county, or we may require that your delivery time window be extended to a 60 minute period. Will your event be weather permitting?”
 - Experiencing inclement weather
 - Inform the guest that we are experiencing inclement weather and discuss the changes to their event.
 - “Hello Joan, this is Jessica calling from Market Street Catering. I am calling in regards to your order you have with us this Wednesday. We are currently experiencing inclement weather and unsafe driving conditions. It is always our policy to not put our staff in situations that

may be unsafe. Because of this, we will have your order available for pick up at the Sehome Village Haggen location. Will this still work for your event? (Since these are not the original terms of the contract, if this will not work with the guest, we will give them a full refund). Thank you for your flexibility and understanding. We do make every attempt to still operate under these circumstances, but safety is our foremost concern.”

- Handling delivery issues
 - If a driver calls and is stuck, has come to an area is unplowed, or they are unsure if they will be able to safely enter and exit, please do the following:
 - Inform the driver to pull into an area in which they feel safe and instruct them to wait while we assess the situation and contact the guest.
 - Make sure to get the specific location of the driver.
 - Call the guest to inform them of the situation. Give them 2 options.
 - They can meet the driver at the location they are currently at
 - They can pick up their order at a designated Haggen store.
 - “Hello Joan, this is Jessica calling from Market Street Catering. I am calling in regards to your order. We have just received contact from our delivery driver that they have come into a driving situation in which they feel their safety is at risk. We would like to help determine the best way to get you your order. Our driver is located at Grand St. and 1st. Would you have someone in your party that would be able to retrieve your order at that location? If not, we can deliver your order to the Haggen store closest to this location for you to pick up. Which of these options will work best for you?”
 - If neither of these options work for the guest, since these were not the original terms of the contract, we will offer them a full refund.

Delivery Staff

- In the event of inclement weather, your safety is of utmost importance.
 - The following equipment will be provided to you. You will not be expected to make deliveries in the absence of any of these items.
 - Snow tires
 - Snow chains
 - Snow shovel
 - Long handled ice scrapper and brush
 - Kitty litter for traction
 - In order to prevent hardships on yourself, and the vehicles, please abide by the following terms.
 - Do not enter an area which you are unsure that you will be able to safely enter or exit.
 - If you feel that you are encountering this, please do not proceed and contact the catering office for guidance and/or other options.
 - You are not required to enter areas that have not been plowed.
 - This includes parking lots and streets, especially in the county.

- If you encounter this, please contact the catering office for further guidance and/or other options.
- Snow chains will be provided in each van.
 - Training will be provided on how to put on, remove, and maintain chains for your vehicle.
 - Chains are provided for emergency use or if you should become stuck. They are not practical for all time use in our operation for the following reasons:
 - Chains are not to be used on the freeway.
 - Speed must be kept at 30mph or below. No exceptions.
 - Chains will break off at these speeds causing danger to other drivers and potentially damaging the van.