



Pike Place Market Commercial Reopening FAQ

Updated October 7, 2020

A reminder that face coverings are required in **all** common spaces, such as elevators, hallways, and shared spaces in apartment buildings.

Yellow = UPDATED INFORMATION

Effective October 7, 2020

Phase I	Modified Phase 1	Phase 2	Phase 3	Phase 4
<ul style="list-style-type: none"> Essential services Curbside retail Take-out & delivery service only Onsite dining areas closed with tables and chairs stacked Non-urgent and dental procedures 	<ul style="list-style-type: none"> Gatherings only allowed outdoor of 5 or fewer people outside the household In-store Retail; 15% of building occupancy and limited to 30 minutes Personal Services 25% of occupancy Professional Services 25% of occupancy limited to 30 minutes Indoor services limited to 30 minutes for customers Outdoor dining is permitted with seating at 50% of existing outdoor occupancy. Indoor dining is permitted with seating at 25% of existing occupancy 	<p>CURRENT PHASE</p> <ul style="list-style-type: none"> Social gatherings limited to 5 people. In-store retail at 30% capacity Personal Services 50% of occupancy Professional services 50% of occupancy Office-based businesses 50% capacity Restaurants <50% capacity, table size no larger than 6 people: <ul style="list-style-type: none"> No bar-style seating No live music Alcohol sales must end at 11 pm No gaming areas (such as pool tables or darts) No indoor service at taverns, breweries, wineries and distilleries.* Library 25% capacity Need to maintain physical distancing 	<ul style="list-style-type: none"> Social gatherings limited to 10 people. Restaurants <50% capacity, table size no larger than 8 people: <ul style="list-style-type: none"> No bar-style seating No live music Alcohol sales must end at 11 pm No gaming areas (such as pool tables or darts) No indoor service at taverns, breweries, wineries and distilleries.* Bars <25% capacity <ul style="list-style-type: none"> No bar-style seating No live music No indoor bar service (outdoor ok) Libraries at 50% capacity Theaters at <25% capacity Need to maintain physical distancing 	<ul style="list-style-type: none"> Full capacity Nightclubs Concert venues Resume unrestricted staffing of worksites, but continue to practice physical distancing and good hygiene

***If a brewery or winery also has a restaurant endorsement, it may continue restaurant operations pursuant to the safety requirements for restaurants.**

How many people can I have in my business?

As a business owner, you are expected to limit the number of customers permitted in your business to avoid crowding until further direction is provided by the state. The state has provided guidelines depending on the type of business (see table above). Capacity levels adjust with each phase. We will provide additional updates as we progress through those phases.

Permitted occupancy for each phase is based on the maximum permitted occupancy of your business space. For restaurants, it is based on seating. New guidelines limit indoor dining to table size no larger than 5 people from the same household. And outdoor/patio dining to table size no larger than 5 people. For businesses with lots of displays, the actual capacity may be less than maximum. For businesses that have no inside area for customers and sell directly to the street or hallways, capacity will be one person every 6 feet. Please call your PDA property manager if you have questions about what maximum capacity number you should use.

To assist in communicating with your customers, the PDA has Maximum Capacity signs available for your use. [\(Click here.\)](#)

Additional information on customer traffic management can be found on the State's re-opening guidelines. [\(click here.\)](#)

If you are operating within an enclosed space, you are responsible for limiting the number of customers permitted for each phase. If you have reached capacity limit, you need to ask people to wait outside until someone leaves.

If I own a food establishment; can I serve people at the bar?

Bar-area seating is prohibited in all phases; however, counter-style seating is permitted in other areas of the establishment (indoor and outdoor), with at least six feet separation between parties. Bar-area seating refers to a bar table/counter where patrons sit or stand side-by-side, where alcoholic drinks are typically passed from bartenders directly across the bar to patrons on the other side. No seating, standing or service across the bar is allowed at the bar counter. The bar counter area must be blocked off from use. Dining tables and seating booths are allowed in the bar area if they follow the same dining requirements in this guidance.

Counter-style seating refers to an elevated surface, such as a lunch counter or sushi bar, where food may be served directly across the counter, and patrons from different parties are seated at least 6 feet apart. Staff working behind the counter must remain at least 6 feet from customers as much as possible, with only incidental closer contact.

If my business has a buffet or salad bar, can it be open?

Buffets and salad bars and other self-serve food and beverage dispensing service are allowed with the following restrictions:

- Physical distancing of 6 feet between customers, with floor markings
- Hourly utensil replacement or wash/rinse/sanitize
- Staff monitoring to ensure these requirements are met
- Sneeze guard-type covers for open foods
- Provide hand sanitizer for customers at the beginning AND end of the salad bar/buffet
- Signage as a reminder of physical distancing, face coverings, hand sanitizer use, staying home with symptoms, no reuse of utensils or plates
- When catering for approved events, these same guidelines apply
- For any type of self-serve food or beverage dispensing machines, bins or containers, touch points such as handles should be sanitized hourly and washed/rinsed/sanitized at least every 4 hours
- Wrapped single service utensils, such as straws, flatware and stir sticks are highly recommended for self-service use

If I operate a restaurant; do I need to keep a log of diners?

Yes, you will need to maintain a daily log of all guests that **voluntarily** provide contact information, including customer names, phone/email, and time/date they were in the facility. Maintain the log for 30 days to help with contact tracing.

If I operate an establishment that serves alcohol; how late can I serve?

All alcohol sales, service and consumption for on premises consumption must be discontinued by 11 PM. (This does not apply to hotel room service, or to-go sales for businesses normally approved for this type of service.)

If I operate a restaurant, how many people can sit together at one table?

As of October 7th, you can allow up to six (6) guests at one table either indoor or outdoor, and they not have to be from the same household.

What hours will the Market be open?

For a current list of building hours see the attachment at the end of this document.

Important Reminder: All commercial tenants that wish to reopen **MUST** check in with their Commercial Property Manager. This information will ensure the PDA is providing adequate Security and Facility service support throughout the Market. The last thing we want is large areas open with no shops and inadequate facility staff to keep things clean and orderly. It may take 48 hours to get you scheduled, please keep this in mind when reaching out.

Additional days and hours may be added as data is collected during each phase of reopening.

Reopening at this time is voluntary at the discretion of the business owner. We are not requiring minimum operating hours until further notice. We do encourage businesses to be open when neighbors are also open to provide a general sense of activity for customers.

- Restaurants may operate by permitted hours in lease, **pending approval to reopen from commercial property managers.**
- Stores with direct street access may continue to remain open at tenant discretion under hours permitted in lease.
- There are no changes for essential businesses currently operating.
- DownUnder Businesses (Leland and Fairley Levels 3, 4, & 5)
 - Open Daily: 10 am – 5 pm
- Office Based Tenants are allowed to return to their offices, but are encouraged by the Governor to continue to work from home until Phase 3.

Can I get access to my store to prepare for reopening?

Please review the map attached at the end of this document to see what days and hours your building is open. If you have not entered your business for a while, we ask that you look closely to see if you have any pest damage (make sure to check the corners!), leaks, or other issues that need to be addressed before reopening. If you have plumbing fixtures, please turn them on to run clean water through the drains.

As a business owner, can I require people to wear a face covering to enter my store?

Starting July 25, every person in Washington state must wear a face covering that covers their nose and mouth when they are outside of their house, mobile home, apartment, condominium, hotel or motel room, or other dwelling unit, subject to the exclusions set forth in [Order 20-03.1](#) This amends the existing order that was issued on July 7th.

Please review this overview provided by the state that gives guidelines and best practices for business owners: [Overview of COVID-19 Statewide Face Covering Requirements](#)

The PDA has received 150,000 face coverings from King County and will be distributing them as follows:

- **Commercial and Daystall Businesses:** The PDA has created and are in the process of distributing “Welcome Back - Safe Start” bags for all Commercial and Daystall Businesses. The kit includes: cloth masks for business owners, crafters, farmers and their employees/agents and a small supply of disposable masks to hand out to customers who are not wearing a face covering.
- **Shoppers and Visitors:** The Visit Seattle Information Booth, located at the corner of First and Pike Street, will have free disposable masks available to hand out to Market shoppers and visitors (1 per person).

The PDA Security team, Commercial Property Managers and Market Masters will be monitoring all businesses to ensure we are following all the city and state guidelines.

What will parking be like on Pike Place?

Market businesses and their employees **should not** park on Pike Place. Warnings and tickets will be issued starting June 22 to repeat offenders. If we are to succeed in reopening the entire Market, customer parking will be critical. Please help us keep parking available for Market shoppers.

- **NEW Early Bird Rate:** Our Pike Place Market Garage Early Bird rate has temporarily changed to \$10. You must enter by 9:30am and exit by 9:00pm.

Will Common Area tables and chairs be available?

Restaurants are responsible for providing regular cleaning and sanitizing of any customer seating and tables. Until further notice, the common area tables and chairs provided by the PDA will not be available. With limited staffing, the PDA cannot ensure regular sanitation and cleaning that meets the guidelines provided by the Centers for Disease Control. The current exception is for the tables located outside Old Stove Brewing and Pike Place Chowder. Those businesses have agreed to clean the tables after each seating. Any common area table that is affixed in place (such as those in the Soames Dunn courtyard or the bar in Flower Row) will be regularly cleaned by staff.

What restrooms are available for tenants and the public?

During Phase 2, all tenant restrooms will be open and accessible by FOB access. In Phase 2, the Sanitary Public restrooms and North Public restrooms will be open daily during business hours. Re-opening of additional public restrooms will be based on increased traffic volumes and security concerns.

How and when will the bathrooms be cleaned?

The PDA will increase cleaning schedules for both tenant and public restrooms.

Each of the 32 tenant restrooms will be cleaned twice daily; once during the day and a deep clean at night. CDC approved products will be used to clean and disinfect the restrooms. All sinks, counters, dispensers, and high touch contact points such as door handles will be sanitized.

During Phase 2, the Sanitary and North Public restrooms will have one PDA staff member assigned to sanitize and clean them every hour from 10 am – 6 pm. This includes a general inspection of the bathroom and fixtures, sanitizing of all high touch surfaces and the replenishing of soap, hand towels, hand sanitizer and toilet paper. In addition, each restroom will be closed for a deep clean once during the day shift and once during the night shift.

At this time, it is not practical for the PDA to increase the number of touch-less faucets and doors; instead we'll be asking customers to use paper towels and wipes. We will be turning off hand dryers due to concerns about blowing air droplets through the restrooms.

Do I still need to pay rent?

The PDA is asking tenants that if they can pay their rent to please do so.

The City of Seattle has passed legislation that allows small businesses to negotiate payment plans for their rents. This applies to nonprofits and small businesses with 50 or fewer employees that have been closed due to public orders. The PDA will work with tenants to develop payment plans up to six months

after the end of the civil (COVID) emergency. Payment plans will be implemented later this year and will meet the following conditions outlined in City of Seattle legislation for the COVID emergency:

- The repayment schedule would require the small business or non-profits not pay more than 1/3 of late rent within any month or period;
- The repayment schedule must require that all late rent will be repaid within a year of the end of the civil emergency;
- No late fees, interest or other charges can be added to the late rent payments.

The PDA will continue to send out monthly statements on or around the 20th of each month. Sales reports are still due on the 20th of each month in order to calculate the amount of business activity in the Market. Please submit sales reports even if that number is \$0. Sales reports are considered late after the 25th of the month, however, no late fees are being collected at this time. If you do not pay rent, it will continue to accrue on your account and will have to be paid off over time.

How much do I owe for rent and utilities?

This will show on your monthly statement. Please note that no late fees currently apply to late payments. Bills from Priority Submetering for electric and/or water use were sent at the beginning of June. Charges for billed utilities, either listed on the PDA statement you receive or that from Priority Submetering are equally treated as rent. For those who have secured PPP loans, we understand the amount of both utilities (those on PDA statement and those from Priority) can be included in calculations of payments eligible for loan forgiveness.

How do I pay rent?

Until further notice, the PDA will not be accepting cash payments or payment in person at the PDA office. The below are acceptable forms of payment for commercial rent:

- Check sent via mail or placed in the drop box on the front door of the PDA office.
- ACH payments direct from your bank account. Email pda_accounting@pikeplacemarket.org or call (206) 774-5251 to get signed up. There are no additional fees for using this service.
- Credit card via phone. Through September no fees will be applied for credit card payments. Online payment is available if arranged in advance. Call (206) 774-5251 to arrange credit card payments.
- You can now pay online- <http://pikeplacemarket.org/neighborhood-news>

For questions regarding your rent statement, please make an appointment in advance with your commercial property manager or the accounting department.

When will the PDA Office be open?

Office hours will be limited and PDA staff will be working in shifts to comply with social distancing requirements. Meetings with PDA staff must be made in advance by **appointment only. No walk-ins will be permitted during the initial phases of re-opening.** Please contact your commercial property manager to schedule an appointment.

What supplies and equipment do I need to re-open?

Businesses are responsible for providing face coverings, gloves, hand sanitizer and wash stations for employees. You may want to provide some of the same for your customers. Most businesses have asked about providing additional shields at sales counters to separate staff from customers and many have chosen cash-less/no contact payment systems. The PDA does not have a stockpile of this equipment. A list of resources is provided in the reopening plan ([click here to download.](#)) If you find a good source for quality products at economical prices, please forward that information so that we can share it with the community.

To access the full commercial reopening guide as well as social distancing signage for your business please check our [Neighborhood News](#) webpage on the Market's website.



*Building hours subject to change based on tenant occupancy and security operations

