



## Dear Handel's Guests:

As our communities across the country continue to feel the impact of COVID-19, we at Handel's want you to know that we are in this with you and we're committed to serving your favorite ice cream with the utmost attention to the health, safety, and well-being of our franchisees, team members, and guests.

We developed COVID-19 Operating Procedures to ensure that all Handel's locations were meeting or exceeding CDC guidance for increased handwashing, disinfectant, and cleaning procedures, while maintaining social distancing and limiting person-to-person contact. We will continue to monitor all federal, state and local regulations, and update our safety and operating procedures to protect the health and well-being of everyone who visits a Handel's location – both those who serve and those we have the privilege to serve.

While all Handel's locations will adhere to all safety and operational procedures, individual franchisees will make the decision when to open their locations, based on state and local guidelines and individual circumstances. In striving to make Handel's delicious homemade ice cream available in your communities while ensuring the safety of our team members and guests, individual locations may temporarily offer modified service options – including limited hours of operation, limited flavors and/or items, order and pay in advance only (by phone or online, where available), credit/debit payment only, and/or pick-up only. We appreciate your patience and understanding that these temporary changes are just that, and we will get back to providing the complete Handel's menu and experience you enjoy in every location, as soon as we are able.

[Here's an updated list of open Handel's locations.](#) To place an order for pick-up, by phone or online (where available), please visit [www.handelsicecream.com/locations/](http://www.handelsicecream.com/locations/) to find your location.

Thank you in advance for your support and your patience as we navigate this unprecedented and challenging environment, one day at a time, and determine how best to continue serving our communities their favorite ice cream, while maintaining our focus on what's most important - the health and welfare of our team members and, you, our valued guests.

**Rich Matherne**  
CEO, Handel's Homemade Ice Cream