

## Horsefeathers Store Policies (updated 02/2025)

These store policies are in place to ensure the health & safety of our employees and customers, and a pleasant shopping experience for all. **Policies will be strictly enforced with no exceptions. Violations will result in you being asked to leave the store and possibly banned. Don't skim read this and then complain to us because TLDR.**

1. **STORE HOURS.** We are closed on Sundays, Mondays, and Holidays. We are open 11 am to 6 pm Tuesday through Saturday.
2. **LEAVE CHILDREN AT HOME.** No children under 12 allowed in the store.
3. **NO FOOD OR DRINKS.** Don't bring beverages or food into the shop.
4. **NO PHOTOGRAPHY OR VIDEO RECORDING.** Video recording & photography is prohibited without the owner's permission.
5. **NO SOCIAL MEDIA COVERAGE.** Do not post photos of the store or merchandise anywhere online.
6. **NO SMOKING OR VAPING / E-CIGARETTES.** Smoking has been illegal in businesses since 2008; vaping illegal since 2024.
7. **NO WEAPONS.** Except for law enforcement on premise with the invitation of staff, no weapons of any kind are allowed, visible or concealed.
8. **WE DO NOT SIZE BODY JEWELRY.** Please know your size before coming in. If you do not know your size, call your piercer, they will help you.
9. **DO NOT BRING IN YOUR BODY JEWELRY IN THE STORE.** If you do, ask for a plastic bag to put it in.
10. **DON'T TAKE YOUR BODY JEWELRY OUT IN THE STORE.** Do not stick your finger in your gauged ear, stretch it out, and ask us to figure out the size. Or stick your finger in your nose or mouth. We cannot tell sizes by looking at body jewelry or a hole.
11. **OFFENSIVE MESSAGING IS PROHIBITED.** Symbols, images, or phrases that we consider to be offensive, political, hate speech, divisive, or that may cause distress or disturbance are prohibited. If you visit wearing anything we deem to be "offensive messaging" you will be asked to remove the item or leave the store, and possibly banned,
12. **APPROPRIATE DRESS:** Shoes, shirts, etc. required. Inappropriately dressed patrons may be asked to cover up or return when suitably attired.
13. **MASK MIGHT BE MANDATORY.** When transmission rates of viruses are high, appropriate face masks will be mandatory in the store. If you don't have one, you can buy one for \$1.00.
14. **DO NOT COME TO THE SHOP IF YOU'RE SICK.** Stay home If you are exhibiting any cold or flu symptoms (cough, runny nose, sneezing, fever, shortness of breath) or are waiting the results of a COVID19 test. Staff may request that you wear a mask.
15. **DO NOT REACH ACROSS ANY COUNTERS OR AROUND BARRIERS.** Do not grab merchandise or reach into display cases; a sales associate will assist you. Do not reach for your purchase at the register; we will hand it to you.
16. **STAY OUT OF PRIVATE AREAS.** Several areas have been clearly marked as "Private", "Employees Only", or simply with the word "NO!". They are roped off or gated off. Do not go into these areas. Anyone attempting to enter these areas will be asked to leave the store.
17. **SOME ITEMS MAY NOT BE FOR SALE.** Belly dance tops, beaded curtains, sterling silver earrings, posters, and stickers are examples of what is not currently for sale. Check social media or website for up-to-date information.
18. **BE COOL WITH THAT PHONE.** Rolling around the store with your phone on speaker or video chatting your friends ... not cool. Ear buds or save it for later, please.
19. **NO PETS.** Trained service animals as defined by the ADA and the Illinois Service Animal Access Act are always welcome. Please do not enter with any other types of animals.
20. **WE ARE A SAFE SPACE:** We welcome all regardless of skin color, age (12+), religion, sexual orientation, background, or gender. We commit to treating one another with equality, politeness, and respect at all times. If we witness or experience discrimination, bullying, or harassment, we will speak up and will ask the offender to leave.
21. **SIGNED CREDIT CARDS:** If your credit card is unsigned you will have to show a physical government ID with a photo that matches the name on the card.
22. **LARGE BAGS:** You may be asked to check your bag. We prefer you do not enter with a large bag.
23. **VIDEO SURVEILLANCE:** For the safety and security of all, video surveillance is in use and will be reviewed to assist in the prosecution of any crimes committed on these premises.

We reserve the right to refuse service to anyone. We're all for freedom, but we cannot do, or not do, things that put others in harm's way. It's about mutual respect. We care about you, that is why we are doing this. We ask that you equally care about the staff at Horsefeathers by following these policies. If you do not, you will be asked to leave. Flagrant violation of any Horsefeathers policy could result in your being permanently prohibited from shopping here. No one wants that!