

**Policies and Procedures  
Superstore**

- Kettle Stand Location:** Indoors. Between Exit Doors
- Kettle Stand Storage:** **First Shift of the Day:** Storage under stairs – Door is by Lotto booth  
**Last Shift of the Night:** Storage under stairs – Door is by Lotto booth  
**During the Day** (if your replacement is late or a No-Show): Behind Customer Service and let us know by calling 250-596-4673
- Seating Available:** Yes. Ask at customer service
- Singing / Music:** Yes. Periodic bell ringing OK. Music and/or caroling – Outside
- Capacity:** Maximum 4 volunteers – Larger groups please check with your Kettle Scheduler