



Dear Valued Guests,

Our motto at the Ice Cream Factory is “Live the Sweet Life.” Although that seems impossible during these difficult times, we at the Ice Cream Factory would like to bring at least some sweetness back to you by opening in May.

Some changes will be made at the Ice Cream Factory to ensure that your experience is as safe and convenient as possible.

**We will be offering:**



**Call- in Orders**

For minimum contact, simply order and pay over the phone at 585-314-5912.



**(New!) Online Ordering**

Order anytime online or from your smartphone. Drive up/curbside pickup available.



**(New!) ICF Takeout Window**

Our interior/exterior space will be modified to create the safest experience possible. We have installed a takeout window to ensure social distancing. The window is located in our exterior door.



**(New!) “Sweet Life” Sundae Kits**

Designed to ease the burden of long days at home, the kit includes: one pint chocolate and one pint vanilla custard, hot fudge, rainbow sprinkles, chopped nuts, chopped Oreos, gummy bears, mini M&Ms, cherries and whipped cream.



**(New!) “Sweet Life” Make-Your-Own Ice Cream Pie Kits**

For a little something extra, our selection of takeout ice cream pie kits will include: cookie crumb crust, select ice cream, drizzle, and toppings!

We will be adhering to CDC guidance by marking off 6’ distances. Our staff will be wearing face masks, but their smiles will still be there (we are perfecting the “smeyze”<sup>sm</sup>). We will continue to change gloves frequently, and reinforce all measures for hand washing and the use of hand sanitizers.

**Additional:**



We will continuously monitor the Center for Disease Control (CDC) and Food and Drug Administration (FDA) guidance on the most up to date practices. The FDA\* is not aware of any reports at this time of human illnesses that suggest COVID-19 can be transmitted by food or food packaging



We are committed to upholding the highest industry standards when it comes to the cleanliness and sanitation practices at the Ice Cream Factory



We will be working to provide additional resources for guests and employees including hand sanitizers and soap



We are educating our associates on preventative measures provided by the CDC



We will uphold and continue our standard of asking our team to stay home when they are sick



We will also be discouraging all personal contact, and maintaining social distancing to the degree it is possible.

The health and safety of our guests, staff, and community is our top priority. We will continue to work to ensure the safety for all and will immediately communicate any updates or changes.

If you have any questions, comments or concerns please feel free to contact us.

Thank you for being our guest!

Please find the latest information regarding our hours of operation on google, our website, and Facebook, which we will continue to update frequently. This includes closure notifications and updated hours, as it applies.

Thank you for being our guest!

Sincerely,  
Tracy Paladino  
Owner  
The Ice Cream Factory at Towpath  
585-314-5912

2020 Opening Hours  
M-F 3pm-9pm  
S-Sun 12pm-9pm

\*Smeyze – A smile with our eyes.