



Prime ATC Patient Information

Masks

Masks are optional for everyone inside the dispensary and for the drive-thru and curbside pick-up.

- If you are experiencing symptoms associated with a respiratory infection, or if you have been exposed to a person who has COVID-19, we ask that you wear a mask to protect others.
- If you are uncomfortable entering the dispensaries for any reason, we strongly encourage you to take advantage of our curbside pickup (Merrimack) or our drive-thru window (Chichester).

Guests

We only allow guests at your first visit or if you need assistance inside our facility.

- Your guest will need a government issued picture ID to come into the facility. We will hold their ID at the front desk, and they will be issued a guest badge to wear. Please return the badge to the front desk at the end of the visit and retrieve your ID.
- If you need assistance with purchasing regularly or need someone else to pick up your cannabis products without you at the facility, you will need to designate a caregiver through the State of NH and have that person register with the Therapeutic Cannabis Program.
- Guests must be over the age of 21. No children are allowed in the facility, unless they are a patient accompanied by their registered caregiver.
- If you are using the curbside pickup or drive thru, anyone can be in the vehicle with you.

Service Animals

Only service animals are allowed inside the dispensaries.

- Please keep any service animals leashed and under control if you bring them inside the dispensaries.
- If you are using the curbside pickup or drive thru, animals are allowed to be in the vehicle with you.

Discounts

We offer 3 different kinds of discounts. Only one of the following discounts can be applied for each transaction. Some sales may have additional discounts available.

- 10% Senior Discount – Available for patients aged 65 and older.
- 10% Veteran Discount – Available for all veterans with proof of service.
- 10% Compassionate Care Discount – Available for patients with financial hardship who qualify and apply with our Compassionate Care Application. Proof of household income required.



Allotment

There is a limit to how much cannabis can be purchased by a patient or caregiver per state laws.

- Each patient or caregiver is allowed to obtain a maximum of 2 ounces (56.7 grams) of therapeutic cannabis during any 10-day period from all dispensaries in the state combined. This is called your allotment.
- You may purchase as often as you wish if you do not exceed this limit or possess more than two ounces of cannabis (or the equivalent in cannabis infused products) at any time.
- Prime ATC tracks your allotment for all products purchased with Prime ATC only. If you purchase from other dispensaries, you will need to keep track of your own dispensed allotment.
- For infused products, we calculate the amount of flower used in each product and remove that amount from your allotment when you make a purchase. Our menus include this information for each product.
- Your remaining allotment of usable cannabis is printed on the bottom of each receipt.
- The amount of usable cannabis is listed on the product labels.
- If you exceed the legal limits, you will be in violation of state laws, and the Therapeutic Cannabis Program (which reviews the sales reports) may disqualify you from further participation.

Payment Options

Unfortunately, we cannot accept credit cards, checks, or gift cards. We do accept three payment options:

- Cash
 - There is an ATM on the premises with a \$2.50 fee per \$300. Banks can limit the amount you can withdraw.
- Debit Card
 - We have a “cashless ATM” at the counter that accepts debit cards with a \$3.50 fee per \$500.
 - We can only charge \$5 increments and will round your total up to the nearest \$5. Change will be given back as cash.
 - You may be limited in how much you can spend using your debit card. Please verify before you purchase.
 - Payments over \$500 will be processed as separate cashless ATM transactions.
- CanPay App
 - CanPay is a cashless phone app designed to pay from your checking account with no additional fees.
 - You may be limited in how much CanPay allows you to use. Please verify before you purchase.
 - We have informational cards available inside the dispensary.
 - To set up prior to arrival, please open the internet browser on your phone, go to www.canpayapp.com and follow the directions to download.



Loyalty Points

We created a loyalty program to show our appreciation for patients who continue to choose Prime.

- Every purchase adds 1 loyalty point for every \$1 spent at any Prime location.
- When you reach 1,000 points in your account, you may redeem them for a \$10 store credit.
- Points can be redeemed for store credit any time after you reach 1,000 points and credit is equivalent to your loyalty points divided by 100.
- If you wait until you have accumulated 5,000 points, you can redeem them for \$50 store credit and Prime will give you an additional \$50 credit towards the same purchase.
- Our system will keep track of your points automatically. Loyalty points are located at the bottom of your receipt and is updated after each purchase.
- If you have any questions about the program or want to check your points balance, just ask a staff member.

Phone Orders

Please Note: Phone order must be called in at least 1.5 hours prior to your desired pick-up time. Any orders called in less than 1.5 hours before our closing time will be available the next day after opening.

For **Prime ATC –Chichester**, call the main number (603) 212-1500 and select option 1 to place a Phone Order. A member of Prime ATC Staff may answer the phone and you can place your order with them, or you will be directed to the voicemail.

For **Prime ATC – Merrimack**, call the main number (603) 262-5035 and select option 1 to leave a Phone Order message.

If you are leaving a message:

- Clearly state your full legal name and date of birth.
- If you have a caregiver, tell us who is picking up the order.
- Leave your phone number and let us know if we can leave a message from Prime ATC on your phone.
- Tell us what products you want. Specify quantity, size, flavor, and, if applicable, whether you want daytime, nighttime, or anytime.
- Let us know when you plan to pick your order up including day and time.

***Example:** “Hi this is Mary Jones. My phone number is xxx-xxx-xxxx. I’d like to order two Cake Batter Pre-rolls, 3.5 grams of LA Flower, a jar of Daytime Honey and two 20 mg nighttime dark chocolate squares. I will be in at 4:00pm on June 6th to pick up my order.”*

Note: If you do not provide your contact information or specify the products you would like, we will be unable to fill the order.



Online Orders

To access the **Prime ATC** online menu: visit our website at **www.primeatc.com**, click on the “Our Menu” tab, and select “Merrimack Menu” or “Chichester Menu”. Please check that you have the correct location.

Once you have selected all desired products, click “Proceed to Checkout”

At the “Pickup Options” screen:

- Select the date of pickup.
- Check the box next to the notice informing you that the pricing as shown on the web order may not reflect accurate pricing due to our bundle discounts. We will ensure the price is correct. Call with any questions.
- If this is your first time using our online menu, you will be asked to enter your name, email, phone number, and Therapeutic Cannabis Card number.
- Select what form of payment you will be using at pick-up. You are not able to pay online.
- Review and confirm your order.

Note: You will receive text message alerts about the status of your order as it is prepared.

Picking Up Your Phone or Online Order

Prime ATC Chichester offers a drive-thru option for pick-up.

For Drive-Thru:

- Place a phone or online order and wait for confirmation by phone or text message.
- Follow the signs in the parking lot and drive to back of building where the drive-thru window is located.
- As vehicle approaches, Prime ATC Staff will be notified, and someone will come to the window.
- Please hold your Therapeutic Cannabis card and Photo ID up to the window.
- Prime ATC Staff will read your order aloud to you. Please listen carefully and confirm whether your order is correct.
- If you would like any educational handouts or an updated strain key, please ask Prime ATC Staff.
- For payment, you may use cash, debit, or CanPay.
- Please make sure all products are in a safe and secure place in your vehicle.



Prime ATC Merrimack offers a curbside pick-up option.

For Curbside Pickup:

- Pull into a designated curbside parking space located in front of the dispensary.
- Call the number located on the sign.
- Inform Prime ATC staff of which space you are occupying, your name, and what form of payment you will be using. (Cash, Debit, or CanPay)
- Prime ATC Staff will come out shortly to check your Therapeutic Cannabis Card and Photo ID, read your order aloud to you. Please listen carefully and confirm whether your order is correct.
- Once the order is confirmed, we will take your form of payment.
- Prime ATC staff will go back inside to complete the transaction and retrieve your order.
- All curbside pickup transactions will be audio and video recorded per NH State regulations.

For both Prime ATC locations, you may pick up your pre-order inside the dispensary.

For In-House Pickup:

- Sign-in at the front desk with your Therapeutic Cannabis Card and Photo ID.
- Tell the Prime ATC Staff member at the desk that you have an order.
- Enter the dispensary when directed by the staff member and wait for your name to be called.
- When your name is called approach the appropriate station with your Therapeutic Cannabis Card and Photo ID and purchase your order.
- We accept Cash, Debit, or CanPay and there is an ATM located inside the dispensary.

Note: Any order that is not picked up within 72 hours will be returned to inventory and a new order will need to be placed.