

CORONA VIRUS UPDATES

We have been researching and planning for the past month in order to be ready to safely reopen. We have been following the advice and guidelines of the Public Health Officer and WorkSafe BC. This letter is the result of all that information.

Here you will find an outline of procedures that we will be undertaking to keep us and you as safe as possible. There are also a series of things required of you to ensure our mutual protection. If you have any questions you are welcome to ask them. If you are not comfortable with our policies currently, please don't come in, there is no rush. You can at anytime place an order for delivery either by use of our website or by phone. Please be aware that if you are unwilling to comply with the requirements below, we are unable to serve you in person at our store at this time.

BOOKING AN APPOINTMENT

Clients requesting product demonstrations, repair work, part and accessory purchases are required to book an appointment. Clients will be emailed COVID-19 information upon booking their appointment. The client will be informed that there is no way to 100% guarantee safety from transmission while visiting our store. Clients who have any symptoms of being unwell will be denied access to our store. It will be recommended that they seek COVID-19 testing and begin this process by calling 811. Please be honest.

ARRIVAL

Directly before client arrival the staff will wash their hands well for 20 seconds and dry them thoroughly. Staff will then don a clean mask. Upon arrival the client will not enter until signaled by the staff. Please note that the minimum safe distance of 6 feet between individuals will be adhered to for the duration of your visit. The staff will then open the door using a clean facecloth/paper towel. The client (wearing a mask) will enter alone unless they have made prior arrangements (accompanied by OT/PT or caregiver also wearing a mask). No friends, family, pets or children can be permitted at this time. The client will then sanitise hands. A clean mask must be worn during your visit. If the client forgot to bring a clean mask one can be provided at a cost of \$2.00 inclusive of tax. It will be in a sanitised, lidded container.

YOUR TIME WITH US

Please understand that under the current guidelines staff will be as efficient as possible to reduce contact time with all visitors all the while being sensitive to individual client needs. Considering this we ask that you prepare any questions that you may have ahead of time.

PRODUCT PREPARATION

All demonstration products will have been cleaned and sanitized for our mutual safety and cleaned and sanitized again immediately after use.

UNITS FOR REPAIR AND WARRANTY WORK

Please note that under the current guidelines, all units for repair/warranty work must be cleaned and free of dirt and any soft accessory items (stuffies, sheep skin seat covers, red fabric baskets, etc.) so that staff can sanitize the unit prior to work commencing. Should the unit be sent uncleaned a cleaning fee of \$100.00 will be applied to your bill.

PRODUCT PAYMENT

Should the client want to purchase product/s, payment will be collected. Debit cards are preferred but MasterCard, VISA, e-transfer, and cash will be accepted. All cash received from clients will be placed in a plastic bag and properly sanitised at the end of the business day. Any change given will have been sanitised and placed in a separate bag prior to the beginning of the business day. Receipts will be emailed to the client as recommended under the current guidelines.

DEPARTURE

Staff will open the door using a facecloth/paper towel and stand back (maintaining social distancing) as the client leaves.

WASHROOM

Please note that we do not have public washrooms at our store.

SHIPMENT OF GOODS

Should you be from out of town or chose our shipment option please note that all products for resale will have been sanitized by hand or undergone a quarantine period of at least 7 days. Because of poor survivability of COVID-19 on surfaces there is a very low risk of spread from packaging.