

Dear Valued Stagra Customers; COVID Policy Update October 2021

Given with the uncertainty of our world regarding COVID-19 in our community we are taking extreme precautions to ensure the safety and our employees and customers. We are following guidelines put out by the Ottawa Public Health Department and have implemented the following:

- *Enhanced cleaning protocols, sanitizing & Fogging vehicle's.
- *Bag all keys for minimal contact
- *Please drop your vehicle off and put keys in thru the door slot.
- *Vehicle drop offs and pick ups to our location after hours strongly encouraged.
- *Payments will be accepted via phone and etransfer. (Please do not send any payment numbers thru email)

In order to further protect our customers and staff, the following services have been adjusted to the new regulations from OPH for small business.

*Customer pick up/and or drop offs at their homes/workplaces are still not going on. However if you are unable to find someone to pick you up, we can make arrangements to pick up your vehicle and drop off when it is completed.

*Customer waiting room is open with restrictions. In order for a while you wait appointment, you must be double vaccinated and sign in on our screening form. NO EXCEPTIONS! We are only allowed one person in at a time.

We have your safety in mind and ask that you keep ours in mind as well. Please follow the recommendations of public health officials and do not come into our shop if you are experiencing any symptoms or if you have travelled in the past 14 days. Please practice social distancing.

We look forward to continuing to serve our customers and will be open with reduced staff. Changes may be made on a day to day basis depending on work and closely monitoring the global situation of the COVID-19 Pandemic.

We appreciate your business and commitment to overcoming this pandemic together.

Staff & Management of Stagra Automotive Ltd.