



1099 Falconbridge Rd, Sudbury, ON P3A 4M9

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### **To Our Valuable Customers:**

We're taking the COVID-19 virus very seriously and have decided that in the best interest and health for our employees and customers, we will be closing down our retail location to walk in traffic effective March 24, 2020.

All of us at Aquacade Pools & Spas, are doing what we can to fulfill our clients wishes during the COVID-19 pandemic while taking every precaution to protect our clients and employees. We are requiring that staff stay home if they show any symptoms or if they have travelled outside Canada in the last 2 weeks. We are asking customers to avoid the retail store if they are feeling symptomatic.

### **Retail Operations:**

- You can drop off your water sample at the door. We will test your water and email or call you with the results and prescriptions
- You can call, text, or email ahead with your chemical, parts, and accessories order and we will process it and get it ready for pick up. We will also deliver your order to you in the Sudbury area if required. This includes Hanmer, Val Caron, Val Therese, Lively, Chelmsford, Blezard Valley, Azilda, and Coniston.
- You can text, email, or call to book your pool opening or book a service call.
- Quotes for swimming pools, hot tubs, swim spas, or liner changes can be handled by emailing [david@aquacadepools.ca](mailto:david@aquacadepools.ca) or by the chat function on the website.
- If you would like to have a private sales meeting, We can arrange a sanitized and clean setting. Just let us know and we will gladly meet with you for a 1 on 1 consultation to determine your requirements for a hot tub, swim spa, or pool.

### **Service Department:**

- Service crews have adopted the required measures to ensure self-sanitation and our vehicles are cleaned regularly. We are asking customers to practice social distancing while our employees are on your premises. We will require unhindered access to your yard as service crews will not enter your home.

Take care of yourselves and those around you. Thank you for your patience during this unprecedented time.

David D'Angelo  
Aquacade Pools & Spas LTD.