



June 1, 2020

Dear TAPS Customers,

With COVID-19, families in Canada and around the world are spending more time at home. Like many other businesses, TAPS Bath has had to make some changes to continue safely supporting our customers with their home design needs - including offering virtual consultations and contactless pick up and delivery options. The good news is there is positive change in the air. As of Monday June 1, TAPS will be open for appointments at both Mississauga and Toronto locations.

### **Safely welcoming you back for consultations**

As always, the health and safety of our customers, associates and communities are our top priority. We are closely observing all health recommendations from the Government of Canada, Ontario Public Health and the World Health Organization, and have implemented new measures to help keep our customers and associates safe.

To maintain safe physical distancing, we will be limiting the number of clients in the showroom at a time. We strongly recommend booking a consultation in advance, as pre-booked appointments are prioritized over walk-ins. As we have limited time slots available per day, we can't guarantee showroom access for clients without appointments.

You can book an appointment online [here](#) or by contacting the showroom by phone or email.

### **What we're doing to help keep you safe:**

Physical distancing and hygiene practices are at the core of our health and safety standards at TAPS. We are making hand sanitizer available throughout the showrooms, mandating physical distancing of at least 2 metres for all customers and associates, and limiting the number of customers in the showroom at a time. Additional measures include:

- Frequent daily cleaning and disinfecting commonly touched surfaces
- All TAPS customers and associates are required to wear a mask at all times in our showrooms
- TAPS will provide masks for any clients that do not bring their own
- A TAPS associate will greet and screen all customers at the front door, as per Ontario Public Health guidelines
- We encourage contactless payment by credit or debit card

### **For your appointment:**

- Consultations are limited to a maximum of three adults per group
- Consultations are limited to one hour
- We recommend children not enter our showroom for health and safety

### **Picking up your orders:**

- Curbside pick up continues to be available for all orders. Payment over the phone will be required. Please call us to let us know you've arrived.
- All paid orders can be picked up at our shipping dock by appointment only.

### **Deliveries:**

- Delivery service is also available for TAPS customers
- TAPS drivers will not enter residences and will deliver all orders to the homeowner's garage only

### **Customer Service**

All customer service inquiries can be made by:

- Phone: 416-785-0224 or;
- Email: [kevin.dasrath@tapsbath.com](mailto:kevin.dasrath@tapsbath.com)

Thank you for your support.

The TAPS Bath Team