



SERVICE SAFETY PRECAUTIONS

In an effort to keep our team safe, we feel it is best to take a few extra steps when sending technicians to customers' houses. Please ensure those answering the phone are aware as well as the technicians.

Confirmation email sent to customers should include the following:

Our service team is not permitted to enter houses to access power or work on connectivity related issues until further notice.

1. Technicians must have access to clean running water outside.
2. Please remain indoors while technicians are onsite.
3. A service date will not be confirmed until a reply to this email has been received.
(This should be the norm).

The individual booking a call needs to reiterate that an email confirmation will be sent and needs to be replied to before we will go out.

Make sure technicians are taking the necessary precautions to stay clean. If needed, please provide them with gloves, masks or anything else you feel they may need at this time.

The Arctic Spas Family