



November 23, 2020

## **TAPS BATH UPDATE: SERVICE BY APPOINTMENT ONLY**

**Dear TAPS customers,**

We are closely monitoring the COVID-19 situation. The health and safety of our customers and associates is our top priority and we are taking all precautionary measures, following the guidance of Ontario Public Health.

Due to the current situation, our showroom will be operating by appointment only and capacity will be limited.

During this time, we are committed to safely serving you in the best way possible. Please pre-book an appointment time slot by calling us or submit a request on our website. If you arrive at TAPS without an appointment and there are no available time slots, we will unfortunately not be able to grant you access to the showroom.

### **Contacting TAPS:**

- Email: [sales@tapsbath.com](mailto:sales@tapsbath.com)
- Phone:  
TAPS Mississauga: (905) 569-1262  
TAPS Toronto: (416) 785-0224

### **In order to ensure the safety of our customers and staff in our showroom:**

- Frequent daily cleaning and disinfecting of our showroom is performed, especially in higher traffic areas
- Hand sanitizer stations are situated throughout our showroom
- All customers and staff are required to wear a mask at all times in our showroom
- TAPS is limiting the number of individuals in our showroom at all times and is following provincial government physical distancing regulations
- TAPS encourages contactless payment by credit or debit card

### **For your appointment:**

- A maximum of two adults are allowed per consultation group
- Consultations are limited to one hour
- We recommend children not enter our showroom for health and safety

### **Pick-ups:**

- All pick-ups are curbside and will require prepayment over the phone
- All paid orders can be picked up at our shipping dock by appointment only

### **Deliveries:**

- TAPS will continue to provide delivery service to our clients
- TAPS delivery drivers will deliver all orders to the homeowner's garage only

### **Customer Service:**

All customer service inquiries should be made by phone or email [kevin.dasrath@tapsbath.com](mailto:kevin.dasrath@tapsbath.com) OR [stacy.gauthier@tapsbath.com](mailto:stacy.gauthier@tapsbath.com).

Thank you for your support.