

# OUR IN-STORE POLICIES

We are very pleased to be able to welcome customers back into our stores!

## **Here's what customers can expect in our stores:**

- ~ We are allowing ***one family group*** or ***two individuals*** at a time into our stores.
- ~ We have hand sanitizing stations set up at our front doors and are asking *all* customers who wish to come inside to sanitize first.
- ~ We have plastic shields in place at our service desks for customer and staff safety.
- ~ Our staff are wearing gloves, and masks if we need to come out from behind our service desks.
- ~ Customers are asked to bring & wear face masks while in our stores if possible, although this is not mandatory.
- ~ We are continuing to clean and disinfect our stores thoroughly throughout the day and after hours.
- ~ Customers and staff are required to stay at least 6 feet apart from each other.
- ~ We are not accepting returns at this time
- ~ No food or drinks are allowed in our stores
- ~ We ask that customers handle books & other items as little as possible.
- ~ We encourage customers to continue to shop online, or to phone or email us with questions or orders.
- ~ To allow for physical distancing and traffic flow, customers are asked to enter only by our front door , and exit only by our back door.

~ Our store hours will continue to be 10am - 4pm, Monday to Saturday. Changes to our hours may come in the future and we will let you know when that happens.

~ Our no-contact curbside pick-up is still available for those customers not wanting to come inside our stores yet.

If you are feeling unwell in any way, please do not come and visit us in person at this time.

We continue to make changes as needed, and will adapt to any new requirements in order to meet Worksafe BC safety guidelines to ensure the health and well-being of our customers and staff.

**A huge thank you to you, our customers, for your continued support during these incredibly trying times!**