

3. During Vehicle Service

Waiting For Vehicle:

What is changing?

We have made some changes to how we operate for the duration of COVID-19:

- We are no longer permitting customers to wait in our reception area while their vehicle is being serviced. Drop off service only.
- We will no longer give rides to nearby destinations.

Why is this changing?

Due to the circumstances surrounding COVID-19, we felt it was best to reduce the amount of physical contact between customers and employees. We always make customer service our top priority and regret having to make these changes but appreciate the understanding.

Duration of Service:

What are you doing different?

We have implemented the following steps during vehicle service:

- COVID-19 droplets can float in the air for half an hour and up to a full hour. We will let the vehicle sit for up to an hour untouched before starting service.
- All surfaces that the technician may come into contact with on the interior of the vehicle will be wiped down with a disinfectant. Time to do this may vary depending on size of vehicle and service being performed.
- Seat covers and floor mats will be used in the vehicle during service.
- We will perform repairs and service to the vehicle as per the repair order. Customer would get contacted for further authorizations and updates if required.
- Vehicle will be parked and will sit for up to an additional hour. We will wipe down surfaces that the technician has come in contact with on the interior of the vehicle.

How long will I have to wait?

We appreciate your patience while we follow through our company's COVID-19 procedures and hope it will keep both customers and employees safe. However, we will not guarantee completion times but will try our best to have your vehicle back to you in a timely manner.

4. Picking Up Your Vehicle

Paperwork:

What is changing?

Instead of paper copies, we will be asking customers to provide an email address so that invoice(s) and other document(s) can be sent to them. This will also serve as a notice that the vehicle is ready for pick-up. The customer may also call during office hours or reply to the email if they have any questions or concerns.

Why is this changing?

This is to reduce the amount of physical contact between the customers and employees. Also, it will help reduce our impact on the environment and keep costs low.

Fees and Discounts:

What are you doing different?

Unfortunately due to COVID-19 we have had to make operational changes which drastically reduced revenues and increased costs. These were very difficult decisions as we always strive to reward customers for their continued patronage as we grow our business. We will be implementing the following until further notice:

- We will be suspending all 'Discount Programs'.
- The minimum charge on the invoice will be half an hour of labour plus applicable taxes and shop supplies.

Payments:

How can I make a payment?

For payment of your outstanding balance, we encourage customers to make payments prior to vehicle pick-up but we will still accept Interac, Visa, MasterCard and American Express at the front counter.

If you do wish to make a payment prior to vehicle pick-up, we accept Interac E-Transfer (please send e-transfers to payments@bannoautorepair.com) or you can call in your Visa, MasterCard or American Express Card during regular office hours. Digital receipts will be provided upon request. Vehicles will not be released until payments are processed.

At The Facility:

What do I need to do?

Please follow the same procedure as when you dropped the vehicle off during office hours.

- We will take a payment from you if you haven't already done so and provide you with a digital receipt if requested.
- Keys that were left at the facility during drop off will be returned to you.