

Curtis Tire Covid-19 Protocols

Effective Oct 1 2020

In keeping with Covid-19 Protocol beginning Oct.1 Curtis Tire will be implementing an appointment-based system for all our services. To schedule an appointment please call 604 853 1012.

This a new procedure and we ask for your patience and understanding while we try to adjust to this new system.

PLEASE NOTE THAT THE FOLLOWING IS FOR TIRE SERVICES ONLY

- 1: Customer and staff safety is our highest concern.
- 2: Whenever possible we ask that when you come for service try to limit yourself to one occupant per vehicle.
- 3: Your appointment time will be in a 2-hour block time with other vehicles and will be placed in order of the proper available bay best suited for your vehicle. There will be no specific order of vehicles for your block.
- 4: Please allow up to 2 hours for your vehicle repair to be completed during busy times.
- 5: When you arrive for service if there is a lot attendant please see him/her. If not, please come into the main office to check in or call 604-853-1012 and press 1 to speak to the appointment co-ordinator.
- 6: After checking in at the office we may ask that you remain inside your vehicle until we can bring your vehicle in for service. If you wish you can drive your own vehicle into the shop bay yourself
- 7: When it is time for your appointment, we will escort you into our sanitized waiting room where we will ask you to remain until your vehicle service is completed.
- 8 To speed up the process we ask that you have your wheel lock key placed in the cup holder. We will NOT be able to service your vehicle without it present.
- 9: We appreciate your patience and understanding as Covid-19 regulations can cause delays in service.
- 10: If you have a Flat Tire we will have a separate "STANDBY" line set aside to try and repair your tire as soon as possible.