



Thursday March 19, 2020

Dear Customers,

The public health situation with COVID-19 is rapidly evolving and requires us to make some changes in our operations for the health and safety of our staff, their families and you, our customers.

Effective end of day Friday Mar. 20, 2020, we will be temporarily closing our showroom in order to do our part in curtailing the spread of this virus. During this temporary showroom closure, we are committed to serving you with the best possible customer service that we can. We will have staff available in store to address the needs of any existing or new orders by phone and email. We will have pickup service available for your items as further outlined below.

Existing orders/quotes and New Orders:

- For all existing orders/quotes, please email your sales rep.
- For any new inquiries or if you don't know who your sales rep is, feel free to call in to the showroom or email shelly@romanbathcentre.com
- Please visit our website at www.romanbathcentre.com to see our range of products and brands. We are happy to provide answers to any questions you may have regarding our products.

Pickups:

- All pickups must be arranged in advance.
- Please call ahead or email vera@romanbathcentre.com if you would like to pick up your order.
- When you arrive for pickup, the main showroom entrance is closed; please proceed to the door by the pickup dock and ring the bell for assistance.
- We ask that if you have traveled within the last 14 days or are feeling sick or unwell, you do not come for a pickup.

Operating Hours:

- Revised temporary operating hours are Mon – Fri from 9am – 5pm. We will be closed Sat/Sun.

General Contact info:

Telephone – 416-787-1219

Email – sales@romanbathcentre.com

Please check our website frequently for any updates on our operations.

We are constantly monitoring the situation based on information provided by Toronto Public Health and both the Provincial and Federal Governments. New developments may require us to alter our operations further. We thank you for your understanding in this challenging time, and hope that you and your families are kept safe.

Roman Bath Centre