



# Health and Safety

## We are all in this together

- Do not enter the shop if you are experiencing the following symptoms
  - Cough
  - Fever
  - Sneezing
  - Chills
  - Shortness of breath
- Shopping hours have been reduced to 12:00pm to 4:00pm Tuesday to Friday, last customer entrance into the shop will be at 3:45pm. Opening later will allow us to do cleaning before the shop opens
- Maintain 2 meters apart inside and outside of the shop
- Customers are limited to 15 people at one time
- We are doing deep cleaning and cleaning high touchable areas throughout the day
- Plexiglass shields have been put up at the cash desk
- We are not using reusable bags, if you bring your own bag you must pack your own purchases
- Fitting rooms are open; however, you must ask to use them, any clothing that you are not purchasing will be put on a rack to be held for 24 to 72 hours before putting back in stock. We will be disinfecting changing rooms after each use.
- There is absolutely no refunds or exchanges
- Please try to not spend too much time in the shop. We have put a maximum time of 1 hour per customer.
- Please do not pick up every item, reserve that for items you are seriously interested in purchasing
- Donations are accepted by appointment only at this time. We ask that all donations are gently used, clean, and in good working order. Please email [manager@supeshop.ca](mailto:manager@supeshop.ca) or call 604-536-7744 to make an appointment and find out which items we cannot take now.
- No donations can come through the front of the shop. Please drive or walk around to the back of the building to the donation door.
- All items that we receive through donations go through a quarantined protocol in the back room until they are put out in the shop for sale
- Washrooms are not available.
- No admittance into backroom is allowed
- We are a respectful organization and reserve the right to ask people to leave that are not following the policies or are not being respectful.
- Protocols are subject to change as we move forward in our new normal, we will continue to follow Health and Government Authorities as they put in new or changed regulations.
- Periodically we will be using our parking lot to do outside sales, parking will be limited during this time. Street parking is available.

**We appreciate your cooperation and thank you for your support!**