

Monday, June 15, 2020

Dear Valued Customers,

With COVID-19, families in Canada and around the world are spending more time at home. Like many other businesses, Kitchen & Bath Classics and Wolseley Studio showrooms have had to make some changes to continue safely supporting our customers with their home design needs - including offering virtual consultations and contactless pick up and delivery options. The good news is there is positive change in the air. As of Monday June 15, all Kitchen & Bath Classics locations and Wolseley Studio (Calgary) will be open for appointments, with the exception of Kitchen & Bath Classics Red Deer, which will be opening June 17.

Safely welcoming you back for consultations

As always, the health and safety of our customers, associates and communities are our top priority. We are closely observing all health recommendations from the Government of Canada and the World Health Organization and have implemented new measures to help keep our customers and associates safe.

To maintain safe physical distancing, we will be limiting the number of clients in the showroom at a time. We strongly recommend booking a consultation in advance, as pre-booked appointments are prioritized over walk-ins. As we have limited time slots available per day, we can't guarantee showroom access for clients without appointments.

You can book an appointment online [here](#) or by contacting the showroom by phone or email.

What we're doing to help keep you safe:

Physical distancing and hygiene practices are at the core of our health and safety standards. We are making hand sanitizer available throughout the showrooms, mandating physical distancing of at least 2 metres for all customers and associates, and limiting the number of customers in the showroom at a time. Additional measures include:

- Frequent daily cleaning and disinfecting commonly touched surfaces.
- All customers and associates are required to wear a mask at all times in our showrooms.
- We will provide masks for any clients that do not bring their own.
- Hand sanitizer will be provided. Please sanitize your hands upon entry and exit of the showroom.
- A showroom associate will greet all customers at the front door to review our new protocols and conduct a verbal screening.
- Please refrain from touching or handling displays, our associates will be happy to demonstrate any of our products for you.
- We ask that you kindly respect all signage and social distancing protocols.
- For showrooms that share facilities with Wolseley branches, please respect any barriers separating the branch counter from the showroom, and only use the front showroom entrance.
- We encourage contactless payment by credit or debit card, however, sanitization measures will be in place for our payment stations.

For your appointment:

- Consultations are limited to a maximum of two adults per group
- Consultations are limited to one hour

- We recommend children not enter our showroom for health and safety

Receiving your orders:

- Curbside pick up and delivery service continues to be available for all orders. For pick up, please call the showroom to let the team know you've arrived.

Should you answer YES to any of the following questions, please refrain from visiting our showroom and book a virtual consultation instead.

- Are you experiencing any of the following symptoms:
 - Fever
 - Cough
 - Runny Nose
 - Sore Throat
- Have you travelled out of province within the last 14 days?
- Have you come in contact with someone that has tested positive for COVID-19 or has any of the above symptoms within 14 days?
- Have you or any member of your family been diagnosed with COVID-19

Thank you for your support.

The Kitchen & Bath Classics and Wolseley Studio Team