



May 19, 2020

CUSTOMER SHOWING, SEA-TRIAL, ORIENTATION AND DELIVERY PROCEDURES

In response to COVID-19 we have implemented a number of measures designed to protect you when visiting our dealership to view a boat you are considering buying, or to complete your sea trial, orientation and delivery on a boat you have already purchased.

This will be an exciting day, and we need your help to make sure your visit is safe for everyone present. Please read the following information before you come to Crate's.

Before You Come

1. To minimize the number of people onsite at the same time we are requiring all clients to book a specific appointment with their salesperson.
2. Please self-certify YES or NO to the following questions:
 - ✓ In the past 14 days have you travelled outside Ontario?
 - ✓ Are you are experiencing any symptoms of COVID-19 such as fever, cough, sore throat shortness of breath or flu-like symptoms?
 - ✓ In the past 14 days you have had contact with any person diagnosed with, or suspected of having COVID-19?
 - ✓ If you answered yes to any of the above questions, or are unsure how to answer, please use the COVID-19 Self Assessment Tool found here:

<https://covid-19.ontario.ca/self-assessment/>

If you answered YES to any of the above questions, or if you took the self assessment and determined you might have COVID-19, please STAY HOME.

3. Be advised that we are requesting only ONE PERSON attend any appointment. Physical distancing is difficult while onboard a boat and we want to minimize the risk for everyone. In some instances, we may allow up to two people to attend, provided both live in the same household and can self-certify that they answered "No" to all of the questions in Section 2.
4. Be aware that our restroom facilities are closed to the public until further notice.

What to Bring with You

1. Dress appropriately for the day, including proper non-slip footwear. Keep in mind that temperatures on the open lake are much cooler than on shore. If the weather is overcast bring rain gear.
2. Bring your own non-surgical face mask and gloves. If you do not have these, we will provide them for you when you arrive.



Quality Boats, Exceptional Service

3. Please bring your own water to stay hydrated.
4. If the weather is clear, be sure to wear proper sunscreen.
5. Don't forget any medication you might need while you are here.
6. Documentation including identification (for bank paperwork) and trade-in documents

When You Arrive

1. Park in the designated Customer Parking area, stay in your car and call us at 705-327-9741 to let us know you are here.
2. Your salesperson will meet you at your car and take you to your boat.
3. Please observe all COVID-19 signage throughout the property and follow directions as posted.

What You Can Expect from Us

1. We will enter your contact information in our log book.
2. Your salesperson will be wearing a face mask and gloves while on-board.
3. We will provide you with a face mask and gloves if you do not have your own.
4. The boat you are coming to see will be sanitized before you arrive.
5. If we are delivering your boat to you, it will be sanitized by the last person who touches the boat.
6. Paperwork including contracts, warranty registrations, license applications and other documents will be signed digitally wherever possible.
7. Where original signatures are required, we will conduct such signings outside, or onboard your boat, wherever possible. Otherwise one person will be admitted to our office at a time for signing in a sanitized environment.
8. Anyone entering our facilities will be required to apply hand sanitizer.
9. Payment for your boat is requested in advance by wire transfer, credit card (standard limits apply) or e-transfer. In-person payments are discouraged and cash payments will not be accepted.

We can't wait to see you and get you onboard your dream boat! If you have any comments, questions or concerns, please don't hesitate to let us know.

Sincerely,

The Crew at Crate's