



March 24, 2020

To our valued customer's, friends and partners

As the situation surrounding the **COVID-19 Pandemic** continues to change we at Massel's Marine want to assure you that the safety and wellbeing of our customers, staff and partners is at the forefront of the every operating decision that we make. Like many other businesses in Ontario or for that matter all over Canada and the world we have had to change the way we do business.

Along with previously established social distancing measures and increased hygiene practices, in compliance with the most recent directives from the Ontario Government, until further notice the following changes will be in place:

- ✓ **Retail Showroom, Parts Department and Office** will remain closed
- ✓ **Service Department**
 - i) Will remain operational with reduced manning
 - ii) Requests for service and / or storage pick-up will be made via phone or email only
 - iii) Arrangements will be made for a "contactless" drop-off, payment and pick-up of your boat / engine.

Contacts:

Massel's Marine:	519-662-1650
Rob Massel:	rob@masselsmarine.com
Chris Patterson:	chris@masselsmarine.com

Phones and emails will be monitored during the following times:

Monday to Friday 8:00am – 5:00pm

We will continue to do our very best to provide you with the service that you are accustomed to however in these unprecedented times it is imperative that we maintain social distancing and avoid contact with each other. Please **DO NOT VISIT** unless you have pre-arranged a drop-off / pick-up ahead of time.

Our goal is to continue to operate under these restrictions while providing a safe and healthy environment to our customers and staff. We will continue to monitor the situation and will follow the guidelines set out by our local, provincial and federal governments and their respective health authorities. Updates will be provided as they are available.

We thank you for your support and understanding during this time.

Sincerely,

Rob Massel

38 Milton Street, New Hamburg, ON N3A 1N9

www.masselsmarine.com