

## Still Open for Business - Our COVID-19 Policy

Dear Ottawa Deck and Rail customers,

In light of recent events with regards to the Covid-19 outbreak, we are taking extra precautions to ensure the health and safety of all of our customers and employees. **Our business will remain open and we will still be installing.**

### *Choosing your railing:*

- We understand that visiting our showroom is one of the best ways to choose a colour and style of railing. The showroom at 199 Colonnade Road South 3 will remain open for viewing. We will be cleaning and sanitizing samples, doorknobs and other surfaces after each customer visit as a precaution. Once you arrive at the showroom, if there is no salesperson available, please call the office number 613-225-6782.
- We encourage you to browse our website to see photos of the product if you are worried about leaving self-isolation.
- We will always be available by phone: 613-225-6782

### *Quotes and Ordering your railing:*

- The vast majority of projects do not need to be pre-measured before providing a quote, all we need is a simple photo, sketch with approximate dimensions, or floor plans for the home
- We can email photos and quotes, as well as process credit card transactions over the phone, so there is no need to pay in person if you feel uncomfortable.

### *Installation:*

- For the vast majority of projects, there will only be one installer performing the installation. He will be working alone outside, so there is a low risk of close contact.
- We can arrange for the installer to do the work outside without coming to the door and speaking with you, if you feel more comfortable remaining in self-isolation.

We hope to hear from you soon, and we wish you all the best for 2020.

Kind Regards,

- Ottawa Deck and Rail Team

# Ordering your Railings

During the COVID-19 crisis, we want to make your railing buying experience safe and efficient.

You have 3 options to get your project started

