

To the valued customers of All Pro Storage:

All Pro Storage is continually monitoring the COVID-19 (Coronavirus) situation, and as it evolves, we will continue to keep the safety of our customers and staff as our number one priority.

As we understand that many of our clients rely on access to their storage units to maintain continuity of their business, we are committed to keeping our doors and gates open.

Our office will remain open as long as it is safe to do so, however, we will implement some changes and restrictions on visits.

- No physical contact
- Only one client in the office at a time
- When using debit/credit machines, we encourage you to use the “Tap” option when possible
- Pens are supplied for signing documents, and it will either be disposed of after use, or you may take it with you.
- Documents will be scanned and emailed.
- The public washroom in the office will not be available for use
- We will ask that customers do not use any seating in the office
- Above all, if you are feeling unwell, or displaying any symptoms, please refrain from coming in

For new customers, we can complete the entire reservation process by phone or email, and have documents signed electronically. Key FOBs will need to be picked up at the office, however we will follow the above protocols when making that exchange.

We encourage our customers that don't have automatic credit cards payments set up to use e-transfer rather than coming into the office. This safe and secure alternative can be done by sending payments to payments@allprostorage.ca

Should you be struggling to make payments at this time, please contact our office prior to your payment date to let us know. We want to support our customers as best we can. For the time being we will not be charging late fees to accounts, and provided you have been in contact with us, we will not be suspending gate access for late payments.

We are committed to keeping up the level of service you expect from All Pro Storage, while doing our part to keep our community safe. We appreciate your business and will not break the trust you have put in us.

Sincerely

Teresa Pascoe

Director, All Pro Storage Inc