

Date Modified: May 21, 2021

### **PLEASE READ FOR CURRENT IMPORTANT UPDATES**

At Woodcock Cycle we are dedicated to the well-being of our staff and community. With this in mind, we are adapting our store policies to help combat this current crisis.

### **Please note the following operational changes.**

Revised hours of operation:

Monday to Friday: 12:00pm - 7:00pm

Saturday: 10:00am - 5:00pm

Sunday: 11:00am-5:00pm

### **EFFECTIVE SATURDAY, MAY 22, 2021**

- We will be limiting the number of people in the store.
- We will be working on a 1-to-1 basis with all customers.
- No groups allowed.
- Please limit your group to essential shoppers only
- Please limit your time shopping and browsing so we can assist all customers in a timely fashion.
- Please no outside food or drink
- Our cafe will be operating on a takeout only basis. No drinking coffee and shopping

We are open to the public with the following protocols and safety measures in place:

We are operating on a one-to-one basis with our clients. We will have an individual sales staff member assist you with all your inquiries when you're in the store. Think of us as your personal gear advisor! This is to ensure safe distancing protocols and to limit the overall number of customers in our store at any time, all while still providing the exceptional service you expect!

### **WHAT DOES THIS MEAN FOR YOU?**

In order to achieve the best, safest and most responsible reopening it may require you to wait in line until we can help you. We also recommend that if you do not require in-person shopping that you visit our webstore. We have curbside pickup, city-wide delivery and nation-wide shipping available to you!

You can also call us or email us at any time for advice. We will do our best to assist you remotely with anything you might require!

**204 253 5896 ext 3** for Sales or [info@woodcockcycle.com](mailto:info@woodcockcycle.com)

**SERVICE DROP OFF/APPOINTMENTS:** If you are needing any work done for your bicycle or skis, please use our Service Form and we will book you in for the next available day.

<https://www.woodcockcycle.com/about/service-form-pg793.htm>

Once your appointment has been made, please bring your items to the curbside drop-off/pickup door at the back of the shop and we will assist you as soon as we can.

### **CURBSIDE PICKUP**

For pickup of purchases made through our webstore ahead of time, please read the following:

Once you have received confirmation that your order is ready to be picked up, head to our location and come to our parking lot, located behind the building.

You can stay in your vehicle and call us at **204-253-5896 ext: 2** for Curbside and notify us of your vehicle make, model, colour and licence plate #.

We will come out with your product as soon as we are able. If you have difficulty reaching us by phone, due to our higher than normal call volume, please head to our outdoor Curbside Station and knock on our service entrance door. Someone will come out to help you as soon as possible!

**MANDATORY FACE COVERINGS:** Face coverings are mandatory within our retail space.

**SOCIAL DISTANCING:** We are following strict sanitization protocols and social distancing measures within our store. All staff and customers are to remain 6ft apart at all times while in the shop.

**ONLINE PURCHASES:** Any purchases must be made through our website, [www.woodcockcycle.com](http://www.woodcockcycle.com).

***Please note, there is currently a 72hr turnaround time due to extreme demand.***

Please email us at [onlineorders@woodcockcycle.com](mailto:onlineorders@woodcockcycle.com) with any questions or concerns.

**BICYCLE RETURN/EXCHANGE POLICY:** We will be offering a **7 day** return or exchange for bikes. Bikes must be returned in showroom condition, and any damage will be inspected before the refund is approved. We reserve the right to refuse a refund if the bicycle is damaged or crashed. Bikes returned may be charged a restocking or cleaning fee depending on the condition of the product.

**SKI RETURN/EXCHANGE POLICY:** We will be allowing exchange of items purchased in a ski package for reasons due to fit, for up to **7 days** after purchase. Items must be in unused and resellable condition, accompanied by all packaging and the original receipt. Please email [info@woodcockcycle.com](mailto:info@woodcockcycle.com) for more information regarding this policy.

**SANITIZING PROTOCOLS:** All bicycles being brought in and out of the store will be thoroughly sanitized with 99% isopropyl alcohol in order to protect customers and staff. We are currently sanitizing hard surfaces and high contact points regularly.

**TEST RIDES:** Test rides have been suspended until further notice. We are happy to assist you in getting sized for a bike by giving us a call or by emailing us.

Please feel free to contact us during our revised business hours at **(204)-253-5896** or reach out to us at our email: [info@woodcockcycle.com](mailto:info@woodcockcycle.com)

Thank you for understanding and stay safe,  
The Woodcock Team