

A Message from Cyclepath Kelowna

COVID-19

March 24, 2020

We have been monitoring the developing COVID-19 situation and its effects locally and nationally. We have had to make many changes in the way we operate Cyclepath to enhance the safety of our staff, customers and community. We want to keep you safe and keep you riding.

As of Monday, March 23, 2020, we have implemented more significant changes in the way we operate the business.

1. We are operating on a "**Ring for Service**" basis. Our front door will be locked and a doorbell placed on our door. You can ring the bell, and the next available staff member will let you in the store and help you out. This will safely control the amount of close interactions and allow a safe two-meter barrier for everyone. We also have the option of setting up an appointment for you to visit the store. If you require an appointment please contact the shop via phone or email (info@cyclepathkelowna.com) to set up an appointment with our staff. We will confirm a date & time with you.
2. To support our customer's cycling needs we are offering a **delivery service** for online orders within the Kelowna area.

Please note that all product available in our store is also available to purchase online at www.cyclepathkelowna.com

3. We are offering a pick up and drop off service to your location for the servicing of your bike. Please phone (250-868-0122) to book your bike in for service and to arrange for pickup.

We will continue to be extra vigilant using proper cleaning protocols in our facility.

- We have implemented a no-handshake policy
- We are operating with credit and debit only, **NO CASH**
- Hand sanitizer stations have been installed for our staff and customers. We are all washing our hands regularly and thoroughly.
- When customers drop off a bike or ride a new bike, we are cleaning all touchpoints (grips, saddle, handlebar controls) with isopropyl alcohol
- We continue to offer pick up and delivery of repairs, new bikes, and parts and accessories.
- Our bike fitting services have been suspended until further notice
- All high-touch areas (counters, tabletops, doorknobs, bathroom fixtures, toilets, phones, keyboards, etc.) are being wiped multiple times per day

We sincerely appreciate your continued business and support through this very turbulent time. We are taking these extraordinary measures to stay open to serve our community.

Garry Norkum