

To our Valued Customers, Community and business partners:

We are watching the COVID-19 situation closely as the health and safety of our employees, customers and the general public is our number one priority. Imagine Pools is being guided by the Pool & Hot Tub Council of Canada and adhering to all the industry best practices and guidelines for our industry.

Currently all employees and owners have completed the 14 day self-isolation process after travel abroad, and are all healthy and showing no symptoms. None of our employees have the luxury of working from home, so will be holding firm with our safe practices in regards to any work being done in your yards and pool area. Moving forward, we will be starting the Pool season on Monday, April 6, 2020 practising the recommendations from the Canadian Government and our Pool and Hot Tub Council. All employees will be wearing protective equipment, ie gloves etc. and will be sanitizing all items touched and used on a daily basis, frequently. No one will be approved to use any of our equipment at this time.

We encourage your support of our efforts to provide you with the seamless service that you have become accustomed to with Imagine Pools service and staff. We respectfully request that when we are in your yard working, you remain in your homes and let us do our job from a distance. In regards to pool openings, please ensure that all your related equipment, ie skimmer baskets, eyeballs, filter cartridges, plugs, pressure gauges and chemicals are set out in one area for the boys to use and take inventory. This will expedite things for us and we will not have to enter your homes or garages to search for items we need.

Imagine's plan of attack for 2020, is to get all pools opened and running safely, then move to installation of liners and replacement equipment, finishing projects from 2019 and finally starting new construction for 2020. This timeline will allow us to concentrate on specific projects in a timely and efficient manner with less interruption. We appreciate your patience at this very trying time as we navigate our way through working safely during the Pandemic. As always, Imagine Pools strives for excellence in service and quality of work in a timely manner, and this will be no different in this environment.

On behalf of our staff and management, we wish everyone safe and healthy practices during this time of uncertainty. We encourage you to reach out to us, via phone, text or e-mail with any and all questions or concerns you may have. Be kind, be patient, stay home and practise compassion. We are all in this together.

Katie and Ron Yavis

Imagine Pools and Waterscapes Ltd.