

# COVID – 19 UPDATE

We at Twin City Marine Inc care deeply about the health, safety, and well-being of our Boating Family and our Employees. With the ongoing developments around the 2019 novel coronavirus (COVID-19), we have decided to be proactive with both our staff and our operations to help safeguard the health of our entire community.

Public safety will continue to be one of our top priorities, therefore we have put into place the following precautions and restrictions so that we can safely navigate this challenging situation.

◆ **Our Store Front will be closed to public foot traffic beginning March 25th until further notice**

- What this means to you is that we are asking all communication and business be conducted via phone ( 401-723-6100) or email. Our team is here continuing to work albeit at proper distances to help get your boat ready for the spring. Please see below for the procedures our departments will be following to conduct business.

◆ **Our Service Department is in full swing prepping boats for the season. We are doing everything we can to keep things moving forward and on time. Getting you back on the water and making memories is a top priority!**

- Service Appointments are still being made. Work orders will be made over the phone so we have a detailed list of items to be performed and to ensure all contact information is correct. At drop off we ask that you pull straight into the service yard and stay in your vehicle. Please do not try to back into an open space. Our staff will be out to unhook your boat and to have you sign the Work Order with your own pen. When work is complete and your boat is ready for pickup one of our staff will contact you for credit card payment and to determine a pick up date. Upon arriving for pickup we ask you to please back in straight to our service yard and not in front of your boat. While staying in your vehicle please give us a call and our staff will come out to hook up your boat and get our finalized work order signed with your own pen stating that you have picked up your vessel.

- Storage Customers please make sure you have filled out the Spring Commissioning contract fully including your pickup/launch date. We will be diligently working on getting all of our customers boats ready for their desired dates. When your boat is ready one of our staff will contact you for credit card payment. Upon arriving for pickup we ask you to please back in straight to our service yard and not in front of your boat. While staying in your vehicle please give us a call and our staff will come out to hook up your boat and get our finalized work order signed with your own pen stating that you have picked up your vessel. For our boats normally requiring delivery our procedure will go as normal with our staff taking extra safety precautions and limiting contact as much as possible.

**This is an uncertain time for our nation and we are devoted to helping you get out on the water to make new memories (and keep your distance from society)! Thank you for understanding that we are trying to make our environment as safe as possible for everyone. You, our customers, are the most important aspect to us and we cannot thank you enough for your continued patronage. Together we can make this work. Your business will help our small business stay in business!**

**Stay Healthy and Safe,  
~ All of us at Twin City Marine Inc**