

## **The Runners' Den COVID-19 Safety Plan**



- **Upon arrival you will be asked to use the hand sanitizer provided at the door entrance**
- **Please read any safety notices found at the front of the shop**
- **You will then be directed to your individual (family) space which is taped off to maintain proper social distancing guidelines. Customer areas are marked out in yellow**
- **A maximum of 3 family units are allowed in store at any given time. This is well below our capacity and will ensure all parties can easily keep safe social distancing regulations (2m or 6ft min)**
- **Staff will all be wearing masks for your safety. Masks are not mandatory for customers but highly encouraged as this helps keep us all safe**
- **We will talk you through the try on process, including explaining how the area is laid out to maintain the correct social distancing required**
- **Staff do a thorough hand washing before handling any products that customers will try on**
- **At payment, customers are asked to position themselves behind the plexiglass at the counter to provide the required distance/protection to the customer and staff to complete the transaction**
- **Counter and credit card machines are wiped clean after every use**
- **Customer space is disinfected after every use, shoes are disinfected and then quarantined, while clothing and other accessories are quarantined also.**
- **Staff do a thorough hand washing after removing product from the floor**
- **Surfaces in change rooms are cleaned and disinfected after every use**
- **If customers are experiencing any signs of illness you may be asked to leave the shop to help protect our staff and other customers**
- **Staff have been trained and understand all safety aspect in the store to keep themselves and customers safe at all times**
- **Our return policies have changed**
- **The Runners' Den COVID-19 safety plan can be found in the shop and follows WCB guidelines**