



To Our Very Valued Dance Studios and Gymnastics Gyms:

Dance Code is so pleased to welcome you, your students and their parents back to the store and to be able to help them find all of their dance and gymnastics supplies in person. Any changes to our policies and procedures related to Covid-19 will be posted at the store and on our social media pages.

We have made some adjustments to our store procedures to help everyone stay safe while shopping in our store.

- a) Hand Sanitizer Station Upon Store Entry
- b) Contactless Payment Option Only at this time (we will not be accepting cash at this time)
- c) Cash Desk is Sanitized After Each Customer
- d) Change Rooms are Temporarily Closed but Clothing Return Policy has been increased to 60 days to allow you to try things on at home (some exceptions do apply - see our Returns Policy.)
- e) Sanitized and Quarantined Product Returns
- f) Regular Sanitization of Store Surfaces, Door Knobs, Seating Area and Counters
- g) Curbside Order Pickup Available

All Customers must wear a mask when shopping in-store and practice 6ft physical distancing when shopping, or waiting in line. Due to the Service Nature of our business, we will be limiting the number of customers permitted in the store based on the number of staff available to assist each family - this limit will change daily, based on our hours and the number of staff we have available. We will be working on a 2 family members: 1 employee ratio at this time. We ask that all group sizes be kept to the absolute minimum. We request that all customers exercise patience when visiting the store - it will take longer to assist each family and these measures are designed to keep our customers and our staff healthy and safe. We appreciate that this is a difficult time for everyone and we thank you for your patience and understanding - we will be working as efficiently as we can to take care of each customer visiting the store. We will be asking customers to allow us to get product out of drawers or off displays for them in order to limit the amount of contact with product.

Our store hours will be increasing over the next month as demand dictates. Our sale will begin August 24th and continue until September 30th, so there will be a lot of time for your students to take advantage and they should not feel pressured to rush in within the first 2 weeks of September. The offer will be 15% Off - Everything in the Store - While Quantities last, Not valid on Special/Custom Orders. Not valid on Gift Certificates. We will not be doing any pointe shoe fittings until further notice.

All customers are invited to email or call in their order for curbside pick up and our new 60 day return policy will allow them to try shoes and clothing at home rather than in-store.

Please let us know if there are any changes to your dress codes so that we can update our records and files at the store.

Thanks

Annette McColl | Manager - Dance Code www.dancecode.ca

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