

TO OUR VALUED CUSTOMERS,

We have been closely monitoring the announcement from the Government of Ontario and its List of Essential Workplaces and Services.

After careful consideration we have decided that our retail locations will remain operational with the following important changes:

- Our product offering will be **limited to pool and hot tub products** required to maintain the safety and sanitation of residential pools and hot tubs.
- Our **store hours** have been reduced. Our **contact information** is listed on our website.
- Our Retail Locations will offer **curbside pickup only during store hours**.
 - To Place a Curbside Order, simply call or email your closest location. Note: We will only accept credit cards at this time.
- Our Waterlab will be closed, however Manual Test Strips can be purchased.
- **Liquid Chlorine can only be filled into newly purchased containers at this time.** We recommend our HTH concentrated Chlorine powder as a substitute.
- **We are still taking requests for pool openings.**
- For **Pool Service and Repair** or **Hot Tub Service and Repair**, please contact us via our website or email at this time.
- For questions regarding **Patio Furniture, Hot Tubs, Swim Spas, Inground, Onground or Above Ground Pools**, we ask that you contact us via our website or email at this time.

Our Retail locations will be focused on getting you the safety and sanitation products you need at this time to operate your pool and hot tub. We have instituted clear guidelines to protect the health & safety of our fellow employees and our customers.

We will continue to navigate through these circumstances with our commitment to our fellow employees and customers at the forefront of everything we do. Our top priority is to continue to assist you as best we can while maintaining a socially responsible path for everyone.

For customers in the **London and Woodstock area**, [please read additional information here](#).

Thank you,
Pioneer Family Pools