

## An update to our valued customers

### Date Update: Store Information

Given the recent developments related to COVID-19, and with the new regulation with non-essential personnel/companies shall not be opened during the quarantine time.

1. **Office will be closed: BUT**
  - a. OVER THE PHONE will be able to take payment
2. Self Storage / Compound will be able to set up over the phone (no contact will be needed in this case)
  - a. Agreement, codes, keys will be set up over the phone or email for you to get access to units you want to rent.
3. Vault Container Rental – Restriction applied – please call
4. Outside storage is 24 hours access as you have your own access code and your own locks to your units.
5. Move out.
  - a. As before remove locks and all items from your unit as I will still be doing drive by to check on unit. This will tell us you have left unit and I will be checking gate codes as to the date you left.
6. Parcels Pick up: Parcel deliveries will be in the vestibule area for pick-up

### Payment Options

Will continue to ensure you have access to your units and services including payments. For the safety of our client we have other payment options besides in office payment:

Options are:

1. **E-transfer** from your online banking: send to [info@riversidestorage.ca](mailto:info@riversidestorage.ca) – depending on banking facility you may have to create a security word.
  - a. Create question first: “What am I using you for?”
  - b. Security word: **storage** (put in small cap/small letters)
  - c. In your memo area: please **put your unit number or name on the account** if it’s not your name that is sending the funds.
2. **PAC-Direct Deposit:** We can access your bank directly for payment (please see attached for form to be signed and sent back to us)
3. **Credit Card:** (please see attached “Authorization form” in order for us to do so) provide all information required on form.
4. **Drop Box for Cash Payment** beside our main office door – place in envelop with your name and unit number on the front of envelop. Please provide us with an email if possible, for us to send you a receipt.

### We are taking Precautions

In accordance with all public safety guidelines we have enhanced sanitation measures and implemented Social Distancing in our Storage, warehouse, office and with our drivers.

### We’re here to help

If you have any questions about your accounts or our facility please call our toll free 1-866-753-7867, local: 506-854-9724 or email us at [info@riversidestorage.ca](mailto:info@riversidestorage.ca)