



**Our Reputation
Holds Water**

20 Nihan Drive
St. Catharines, ON L2N 1L1
T. 905.934.0937
F. 905.934.0626

TO OUR VALUED CUSTOMERS,

Like you, we have been listening closely to every report, every update, and every directive from our Government officials over the course of this Pandemic. And like you, we have been interpreting, and re-interpreting what that all means for ourselves, our family, and our business. We take seriously the faith that you, our clients, bestow upon us to help create a peaceful oasis in your lives, a place to play, and exercise, and connect with family. We want you to know that we are here for you right now.

The Government of Ontario has narrowed its definition of "Essential Workplaces", and we have adjusted our Operations accordingly, effective immediately. We will not be starting any new construction projects, and we will not be onboarding any new service employees.

If Boldt has already begun construction, know that we will be there to continue our work.
(Please see Provision 30. iii. of Ontario's List of Essential Workplaces)

We will not be starting any new construction projects until the government advises us it is safe and permitted. Please know our commitment to you, as always, is to provide you with the best service possible and to complete your new project as soon as we are able to do so.

If you have any questions regarding Inground, Onground, Aboveground Pools, Hot Tubs, Swim Spas or Patio Furniture we ask that you contact us via our website or email at this time.

If you are waiting for your pool to be opened, know that we will be there to remove the cover, and put the sparkle back in your backyard again soon. *(Please see Provision 20 of Ontario's List of Essential Workplaces)*. You can **book your pool opening online** and receive a FREE Opening Kit and FREE chemical delivery for your pool needs.

If your pool or hot tub is already up and running and you wish to contact us for any service needs please contact us via our website: **Pool Service and Repair** or **Hot Tub Service and Repair** to let us know how we can help you.

If you are maintaining your pool or hot tub yourself, your local Pioneer Family Pools Retail Store, is ready for your **curbside pick-up**. Please contact your Retail Store via email, where one of our dedicated team members will prepare your order and deliver it to your vehicle in the store parking lot.

Due to busier than normal demand, please be patient if it is necessary to wait for a short period of time. Our team members will always do their best to ensure you are satisfied with our new curbside pickup process.



**Our Reputation
Holds Water**

20 Nihan Drive
St. Catharines, ON L2N 1L1
T. 905.934.0937
F. 905.934.0626

For the safety of our customers and team, we are not currently doing water tests in store. [How to test your water properly.](#)

We are confident that our reduced work force will be able to answer all of your urgent pool care needs while maintaining the Health and Safety Standards that are being called for by all levels of our Government. In order to achieve this goal, we also require your commitment and co-operation. You can help keep us all safe and working as effectively as we can right now by:

- **Informing Boldt Pool & Spas if you have been diagnosed with or are experiencing symptoms of a COVID-19 Infection.**
- **Minimizing interaction with our field staff and maintaining a physical distance of 2m (6') while they are on your property.**
- **Understanding that our reduced number of field staff are experiencing delayed processes, along with an increase in demand.**
- **Please book your pool opening as soon as possible to allow us to better coordinate our limited crew schedule.**
- **Accepting that we are only able to address "Essential Service" tasks at this time.**
Minor leaks, lighting repairs, and other non-essential service & construction items will be scheduled when it is safe to do so.

If you would like to read our **COVID-19 Valued Customer Information**, please view our website at www.boldtpools.ca

Stay safe! Stay healthy!

Kind Regards,
The Owners and Executive Team
Boldt Pools & Spas

For more information on Government Essential Workplaces click:
<https://www.ontario.ca/page/list-essential-workplaces>