



702 Ontario Street  
Sarnia, Ontario  
N7T 1M4  
519-918-8697

## COVID-19

We at Captain Hook Towing & Recovery are doing our part to continue to serve our customers in the best and safest means possible through out this pandemic. We will be addressing any concerns and putting into place new practices as time goes on. For now we have taken the following measures:

**DRIVERS** – they will all continue to wear their gloves while handling your vehicles and equipment. They will wipe down anything that was touched with the disinfectant wipes that they will have in their trucks. They will carry credit card terminals for easy payments and cash free transactions. We do take cash transactions as well though. Please allow the drivers the social distancing while they are providing our services to you. If you are feeling ill, we ask that you inform dispatch upon calling.

**PASSENGERS** – We recommend alternate transportation. But if you do need a ride, we recommend that all passengers wear a mask. This is for the safety of both the drivers and passengers.

**OUR BUILDING** – Currently there is only one customer permitted in the building at a time. Anyone coming in to the building must keep at least 2 metres – 6 feet distance from others. There is a glass partition in place for added protection, seperating the lobby from the office. If your vehicle is in our compound you can call us to speak about it. During working hours 8am-5pm, someone will be available to allow access to your vehicle. Remember though, we do have 2 rather large guard dogs, so for your safety, do NOT walk into the compound, should the gates be open. After hours, you are able to contact our dispatch at (519)918-8697 for release of vehicle, there would be an after hours release fee in these cases.

We will take all precautions necessary to not only protect our Captain Hook Family but yours as well. Thanks for your understanding in this matter.