

# OUR COMMITMENT TO THE COMMUNITY

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We have all been forced to confront the reality of the Novel Coronavirus. As we come to terms with our new normal, we have made many adjustments in our business for your safety as well as our own. We are extremely grateful for everyone's kindness, patience and understanding during the past few months. As we re-open our Ski Department, we will be following the regulations put in place by the City of Madison and Dane County Public Health Department.

## Private Shopping Options:

In an effort to minimize the number of customers and staff members in our store at one time, we are offering private shopping options 3-days per week. We will be open by **Appointment Only** on **Tuesday, Wednesday** and **Sunday** during the ski season; please call in advance to reserve time in our store and you will receive the undivided attention you deserve. We may not greet you with a handshake but we can offer you the best possible service and a great selection of ski merchandise now at the lowest prices of the season.



## Cleaning & Safety Precautions:

There is no higher priority at Chalet than the health and safety of our customers and employees.

- We are sanitizing all areas of our store daily and doing our best to disinfect surfaces like door handles, sales counters, credit card machines as well as all the furniture displayed in our store.
- Our staff members will always be wearing a mask when working with customers. We are asking all customers to wear a mask which we can provide free of charge.
- When you enter our store, the first thing you will notice is our hand cleaning station. This is well stocked with hand sanitizer, disinfecting wipes, disposable masks and gloves.
- We have re-arranged our Ski Department to create wider aisles and more space between the racks. This allows for a more natural way for social distancing.
- We have opened up a second sales counter to create more separation between customers making a purchase.



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**Call our Store to Set-Up an Appointment**

**608-273-8263 | [info@chaletski.com](mailto:info@chaletski.com)**

# Boot Fitting and Ski Services:

Our commitment to safety extends throughout our store.

## Here's what you can expect from our Team:

- All boot fitting will be done inside one of our 4 custom fit cubical - one person at a time. Each cubical is cleaned and sanitized between customers. You will be offered new ski socks along with our Fit Analysis Package and Boot Fit Guarantee to insure your satisfaction with your ski boot purchase.
- Our boot fitters wear masks and every ski boot is sanitized before and after each fitting. Each fit cubical is stocked with hand sanitizer, disinfecting wipes and special rubberized flooring to keep the fitting process safe and effective.
- We provide disposable gloves in all sizes for your protection when trying on ski gloves and mitts or handling any merchandise in our store. We have hand sanitizer throughout our store for customers and employees to use frequently.
- Our skiwear is being treated with a new Monofoil product that disinfects the garment and also provides growth inhibitors for several weeks after purchase. *This product is also available to purchase separately in our store.*
- We are offering a new drive-in service that allows customers to back into our building's heated pick-up area to load your equipment after it's been serviced. Our staff will sanitize your gear and load it into your vehicle for your safety and convenience. *Please call the store for more details.*



## Pre-Shop Online from Home:

We are continuously updating our website with new ski products. We have technical information about each model; in addition to general performance information we receive from testing most of the products we sell. Feel free to call the store and we will guide you through the vast assortment of models, explain important features plus quote you our current prices along with any discounts we may be offering. We encourage all customers to shop early this season because many of our winter products have limited availability and can't be reordered.



## Support Your Local Businesses

We are extremely fortunate to have so many loyal customers and dedicated staff members. We live in the community and we are your neighbors. Like many other small businesses, we survive because of the relationships and the connections we have built over the years. Social distancing should not mean disconnection and we encourage you to reach out to those around you. Be kind to one another and embrace our collective humanity.