

# 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 gradually try to re-open, we will be following the regulations put in place by the City of Madison and Dane County Public Health Department.



## Open by Appointment Only:

In an effort to control the number of customers and staff members in our store at any given time, we are only Open by Appointment. Since we have limited time slots it's best to call in advance to block some time in our store and receive the undivided attention you deserve. We may not greet you with a handshake but we can offer you the best possible service with the best selection of outdoor furniture and extra discounts.

## 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, latex gloved and disposable masks.
- We have rearranged our furniture displays to create wider aisles and more space between the sets. 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**

## Furniture Deliveries & Pick-Ups:

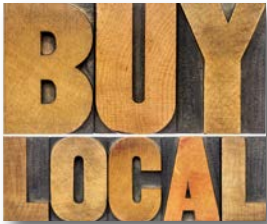
Our commitment to safety extends beyond the sales floor and here's what you can expect from our Service Team.

- If you choose to pick-up your furniture at our store the carton boxes will be wiped down and loaded into your vehicle by a staff member wearing a mask with clean hands. You will be asked for a signature and offered hand sanitizer before you leave.
- It will not be necessary to come back inside our store when picking your purchases. Give us a call when you are on your way. Upon your arrival, backup to our over-head door and call the store to let us know you're here. We will make every effort to get you loaded up and on your way as quickly as possible.
- All furniture travels first class in our trucks and the White Glove Delivery is handled by our own employees who will be wearing a mask. Your furniture will be fully assembled, sanitized and placed in your space. There will never be any packing materials left behind and our service covers you for the full length of the product warranty.



## Shopping Online from Home:

Since our website has been updated to include most of our outdoor products we sell you can now click for special prices and additional discounts. Feel free to call the store and we will guide you through the vast assortment of products, explain the important features and quote prices on any set configuration that fits your space and budget.



## 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.

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