



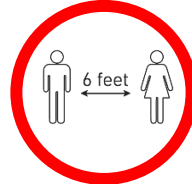
## COVID-19 Protocol



Please sanitize your hands when entering the dealership



Face coverings are mandatory. If you forgot to bring one see reception for a complimentary mask



No handshaking policy and please social distance



A sanitizing agent will be used at least 3 times a day on frequently touched surfaces



Please reschedule if you or someone in your household have symptoms



Sick employees will be separated and sent home immediately



Customer Capacity in Waiting Room



Customer per Advisor

### Your Service Experience

1. Pre-book your appointment by calling us at 705 476-0206 or online at <https://www.northernhonda.com>
2. Drop off your vehicle by:
  - a) using our **Night Drop Box** & key envelopes- please park in our service parking on the east side of the building. Once you are checked in, our advisor staff will communicate with you via phone and/or text or verbally to confirm your service requests
  - b) driving in the drive-thru to meet a service advisor. Please wait by your vehicle until an advisor greets you
3. When your vehicle is ready you will be notified and are able to pay over the phone, by mobile payment or when you arrive.

\*If you prefer contactless pickup please contact your advisor and he will place the keys in your vehicle upon your arrival.

\*Your key and all touchpoints in the vehicle will be sanitized upon arrival and return.

**ALL SUPPLIERS & VENDORS MUST ENTER THROUGH PARTS RECEIVING DOOR TO CHECK-IN**