

Covid-19 Paradise Procedure and Policy

Dear MP Paradise Pools & Spas Customers:

Due to the Covid-19 virus the Ontario Government has advised a social distancing program where all non-essential services are being asked to close until the curve has been flattened to maintain control over this virus. We understand these circumstances have made it extremely difficult to allow free movement which confines us to our homes or to have the least amount of contact within our communities.

CDC guidance states: *“There is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19.”* www.cdc.gov/coronavirus/2019-ncov/php/water.html

It's important pool owners limit the people in the pool & on the deck to less than 10. Proper regular and scheduled disinfection and sanitizing of common entry and exit points to the pool and pool area, mainly ladders, handrails, gates, latches, doorknob is necessary to limit the transmission of COVID-19. For more information about CDC's recommendations for proper operation, maintenance, and disinfection of public pools, visit www.cdc.gov/healthywater/swimming/aquatics-professionals/operating-public-swimming-pools.html. **Please see our VITTAL XP Surface Sanitizer for this purpose.**

We at MP Paradise Pools & Spas will be offering a pre pay service to allow our customers the ability to open, maintain and treat their Spas and Pools. You will be able to call, email or use our web chat feature on our website, for advice, as well as to purchase products using a this system. Pre-payments can be made with VISA, MC or an e-transfer to allow you to order from the comfort of your home for an easy stress free service. We will email or text your receipt at the time of purchases just as if you were in store. Email: amy@mpparadisepools.com or Dolores@mpparadisepools.com

To receive your products you may go to your nearest MP Paradise Pools, call to announce your arrival to the store, give your last name and our staff will put your products in your vehicle or outside your vehicle for your convenience. As for our water testing facilitating for the moment we are still testing water but it may change in the near future depending on the community spread of the Covid-19 virus.

It is our pleasure to serve our communities in the Niagara Region. From our family to yours stay safe and take care.

Amy Carlucci
President
MP Paradise Pools and Spas