



702 Ontario Street
Sarnia, Ontario
N7T 1M4

COVID-19

By now we are all aware of the seriousness this outbreak has become. We at Captain Hook Towing & Recovery are going through great lengths to continue to serve our customers in the best and safest means possible. 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. If cash is required, we ask that the customer leave their key and cash under the floor mats of their cars. 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- At this time it would be best for all customers to find an alternate ride. BUT if they have no other choice, they can go along with the driver, providing they both wear a mask.

OUR BUILDING- Currently our doors are locked. Appointments are required for any customer that enters the building by calling 519-918-8697. There is only one customer permitted in the building at a time. Anyone coming in to the building must be wearing a mask and keep at least 6 feet distance from others. Our employees disinfect the office surfaces and entrance anytime someone comes in to the building, and hand sanitizer is provided at entrance for the customer to disinfect before any cash or items are handled. If your vehicle is in our compound you can call us to speak about it. 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.

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

Let's all continue to keep Lambton County COVID-19 free.