



April 6<sup>th</sup>, 2020

Dear valued customers,

Our goal is to keep you up to date and informed with this constantly changing environment. Please know that we are still open and doing our best to provide services in a safe and risk-free environment in this difficult time. We have recently changed our procedures to help keep you and our staff safe and virus-free:

**For Service:**

We are booking service appointments, but the building itself is open only for essential staff. When you drop off your vehicle for service, you will find a plastic bag at our side service entrance (our front door is closed to the public). One of our staff will retrieve the bag and bring your vehicle into the shop. Before getting in your car, our advisor will wipe down all touch points with a sanitizing wipe; All technicians who work on your vehicle are wearing gloves.

Once your vehicle is complete, all touch points will be wiped once again. An advisor will phone you to arrange payment on the phone, and you will be notified that your vehicle is ready for pickup. In order to protect our staff and customers, we have closed our waiting area, and we are not offering shuttle service. We are beginning to book up for seasonal tire swaps. We recommend calling to book an appointment as soon as possible. To book an appointment call 705-645-6575 or utilize our online booking tool at [www.muskokakia.ca](http://www.muskokakia.ca)

**For Parts:**

Parts is open. To pick up, please phone the dealership at (705) 645-6575 when you arrive, and we will make deliver the parts to your vehicle outside.

**For Sales:**

Although our showroom is closed to the public, we have salespeople available to answer any online inquiries at [www.muskokakia.ca](http://www.muskokakia.ca) or you can call (705) 645-6575 and speak with someone in sales. We will do our best to handle as much as possible online, or over the phone to minimize contact. We want help you with your inquiry in the safest way possible.

We thank you for putting your trust in Muskoka Kia, and for your continued support.

Stay safe and healthy!

Muskoka Kia  
21 Robert Dollar Drive,  
Bracebridge, Ontario, P1L1P9



## LOOKING TO BUY A NEW VEHICLE?

### CALL, SIGN & COLLECT



Call Muskoka Kia @ 705-645-6575



Complete credit application over the phone



Read and Sign documents via email



Arrange delivery date

### CLICK, SIGN & COLLECT



Go to [www.muskokakia.ca](http://www.muskokakia.ca) & complete an online application



A sales representative will contact you



Complete credit application over the phone



Read and Sign documents via email



Arrange delivery date