



WARDROBE DEPARTMENT COVID POLICIES

- We are now **open by appointment only**, 9am-5pm. If you would like to make an appointment for a pull or return, please contact Anjelica directly at office@wiseacre.ca. We are currently scheduling appointments in 20 minute intervals, so please let us know if your appointment will take longer than that.
- A mask or suitable **face covering is required** by every person entering our facility.
- Upon entering the building, please sign into our guest book & **wash your hands**.
- A rental agent will then accompany you on your pull. **We are your hands!** At this time we are asking clients not to touch the stock unless absolutely necessary, to minimize cross-contamination. This will add more time to your pull, so please plan for that.
- **We've gone mostly paperless!** All pull sheets, invoices & photos will be emailed directly to the contact person provided, instead of physically being attached to your order.
- All **spec** has gone up to **40%**. Spec period remains 1 business day.
- Anything that has been worn, even if just for a fitting, must be bagged separately and tagged appropriately. Anything that has been worn/kept in full will be **automatically dry cleaned**, which we will add to the final invoice. Please let us know if you have dry cleaned an item yourselves, and leave the dry cleaning tag on, so we do not charge you twice!
- All returns will be held for **48 hours** before being checked in. Please keep this in mind when it comes to billing - invoices are now delayed by a couple of days while we allow for sterilization.
- During this time we are also offering to do **small** pulls for our clients. You can email us what you're looking for and we will pull it out and send you photos for confirmation.
- We're asking that only **1 person** come at a time to minimize the number of people in our enclosed space.
- Please try to make sure that you have **all sizes before coming**. We can swap items out, but anything that has been put on hold does have to be quarantined for 48 hours, so we're asking that our clients be as prepared and as specific as possible. This will also help appointments run more smoothly.

WE THANK YOU FOR YOUR PATIENCE AS WE ALL LEARN
TO ADAPT TO THIS NEW NORMAL TOGETHER!