



HORIZON
TWENTY-ONE

Health & Safety Measures

Welcome Back!

Horizon 21 is excited to welcome you back to our Presentation Centre. We will be open on weekends from 12pm to 5pm, and weekdays by appointments.

Presentation Centre Appointments & Walk-Ins

The doors to our Presentation Centre will be closed in order to maintain physical distance and to limit the number of visitors in our Presentation Centre at any given time. We recommend booking an appointment in advance, however, walk-ins will be welcome. To alert a sales associate that you have arrived for your appointment or to book an immediate walk-in, please call **604-423-4222**. Walk-ins will be offered based on availability.

Virtual Appointments

We understand that you may not be ready to meet with us in person just yet. If so, please know that our sales team is available to connect with you digitally. Whether you are ready to purchase a home or simply ask a few questions, we're here to help. Please call **604-423-4222** and a member of our team will assist you in setting up the appointment that is right for you.

Presentation Centre Rules & Procedures

We have rigorous cleaning standards to ensure the safety of everyone in our Presentation Centre. In addition to wiping down all surfaces after every appointment, we are also professionally deep cleaning our space multiple times a week. Our Presentation Centre is TOUCHLESS. Our sales team will be pleased to guide you through our touchscreen experiences, as well as open cabinets and appliances in display suites. In addition, we will be adhering to the following procedures:

- Our Sales Team will limit the amount of visitors in our Presentation Centre (no children)
- Hand sanitizer must be applied by Sales Associates and visitors upon entry
- Maintain two meters distance between our Sales Associates and your group at all times
- Minimize handling of display products and features by asking a member of our Sales Team for assistance
- Sales Team members are required to wear protective equipment, including masks (gloves as needed)
- At least one member from your group needs to register with our Sales Team upon entry. We are required to establish a visitor log to collect date, of entry, name and contact info. This may be needed for contact tracing
- Sales Associates are continually informed to practice preventive measures including frequent hand washing
- If feeling ill, please do not visit our Presentation Centre

Visitor Recommendations:

- Clients are strongly encouraged to wear masks
- Hand sanitizer, disposable gloves and masks are available in the Presentation Centre
- High touch surfaces are regularly disinfected and cleaning processes are enhanced throughout the Presentation Centre (including display suite)



If you have any questions, please speak with one of our Sales Associate. We look forward to connecting with you soon!